



ITIL® Continual Service Improvement Class

Certificate: ITIL® Continual Service Improvement Lifecycle

Duration: 3 days

Delivery: Classroom, Virtual Classroom

Accreditor: PEOPLECERT

Credits: 3 Credits to ITIL Expert

PMI® PDUs: 24

Course Description:

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Continual Service Improvement (CSI) phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the CSI stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience:

The CSI Lifecycle course will be of interest to:

- Individuals who require a deeper understanding of the CSI stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization.
- IT professionals working in or new to a CSI environment who require an understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification
- Typical roles include: CIOs, CTOs, managers, supervisory staff, team leaders, ITSM Trainers and IT technical professionals.

Learning Objectives:

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and CSI principles, purpose and objective
- Understanding how all CSI processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the CSI processes
- The roles and responsibilities within CSI and the activities and functions to achieve operational excellence
- How to measure CSI performance
- Understanding technology and implementation requirements in support of CSI
- The challenges, critical success factors and risks related with CSI

Prerequisites: ITIL Foundation Certification

Course Student Material: Students receive an eBook of the Student Workbook.

About the Examination:

- Multiple choice: 4 answers worth 5, 3, 1, 0 marks.
- 8 scenario based questions
- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book

Credits:

- 3 credits in the ITIL® qualification scheme.
- PMI® PDUs: 24

Duration: 3 days

Course Material:

Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

Syllabus:

<http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>

Agenda:

Day 1	Day 2	Day 3
1. Introduction	3. Continual Service Improvement Process	5. Organization for Continual Service Improvement
2. Continual Service Improvement Principles	4. Continual Service Improvement Methods and Techniques	6. Technology for Considerations
		7. Implementing Continual Service Improvement
Lunch	Lunch	Lunch
3. Continual Service Improvement process	4. Continual Service Improvement Methods and Techniques	8. Challenges, Critical Success Factors and Risks
		9. Exam Preparation/Mock Exam
Homework	Homework	Exam



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