ITIL v3 Continual Service Improvement

Course Summary

Description

This 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.

Objectives

At the end of this course, students will be able to:

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

Topics

- Introduction
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Organization for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementing Continual Service Improvement
- Critical Success Factors and Risks
- Exam Preparation/Mock Exam
- Exam

Audience

The CSI Lifecycle course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to purse the intermediate and advanced level ITIL certifications.
- 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 that require an understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.

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Course Summary (cont'd)

- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

Prerequisites

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Duration

Three days

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