

ITIL® 2011 Continual Service Improvement

Duration

4 days

Course Delivery

Classroom or Virtual

Languages

English

Target Audience

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL® Service Transition phase of the ITIL® core Lifecycle and the affected processes, functions and activities and their application

Pre requisites

An ITIL® Foundation certificate is required and preferably two years work experience in an IT Service Management environment.

About the Examination

Exam Format: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/ Closed Book: Closed Book.

Certificate

ITIL® Continual Service Improvement

Credits

Upon successfully achieving the ITIL® Service Offerings & Agreements certificate, students earn 3 credits in the ITIL® qualification scheme.

Upon successfully achieving the Continual Service Improvement certificate, the student will be recognized with 28 Professional Development Units (PDU'S).

Reference Materials

The CSI book is preferred reading (ISBN: 9780113313082).

Course Description

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® Intermediate Qualification Continual Service Improvement (CSI) Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in IT Service Management as documented in the ITIL® Continual Service Improvement publication.

Course and Learning Objectives

This qualification presents a complete overview of CSI including all its related activities: to continually align and realign IT services to changing business needs by identifying and implementing improvements to IT services that support business processes. This qualification reviews improvement activities as they support the Lifecycle approach through Service Strategy, Service Design, Service Transition and Service Operation.

Candidates can expect to gain competencies in the following:

- Introduction to CSI
- CSI principles
- CSI process
- CSI methods and techniques
- Organizing for CSI
- Technology considerations
- Implementing CSI
- Challenges, critical success factors and risks

In addition, the training for this certification should include examination preparation, and a mock examination opportunity.



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Please Recycle

Course Approach

This lifecycle stage focuses on organizing and maintaining Continual Service Improvement. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Continual Service Improvement certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Course Student Material

Students will receive an ITIL® Continual Service Improvement classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Concepts Covered

1. COURSE INTRODUCTION

- Purpose, objectives and measurements of CSI
- The scope of CSI
- Activities that support CSI
- The value to business
- Continual Service Improvement Approach
- The business questions to CSI
- The context of CSI in the ITIL® Service Lifecycle
- Inputs and outputs of CSI
- The ITIL® Certification Scheme

2. CSI PRINCIPLES

- CSI and organizational change
- Ownership of CSI
- The CSI register
- CSI and Service Level Management
- CSI and Knowledge Management
- The Deming Cycle
- Service Measurement
- The seven step Improvement Process
- Governance
- Frameworks, models, standards and quality systems

3. PROCESSES

- The seven step Improvement Process
- Scope
- Value to the Business,
- Principles and basic concepts
- Triggers, Inputs, Outputs
- Interfaces with other processes and roles
- CSF's and KPI's
- Challenges

4. METHODS AND TECHNIQUES

- The Goal of CSI
- The PDCA Cycle
- Assessments
- Process maturity
- Benchmarking and CSI
- Service measurements
- Metrics (Balanced Scorecard)
- SWOT analysis

5. ORGANIZING CSI

- Roles in ITIL®
- Activities and skill levels
- Role comparison matrices
- RACI

6. TECHNOLOGY CONSIDERATIONS

- Tools that enable and support CSI Activities
- IT Service Management Suites
- System and Network Management
- Event Management
- Automated Incident/Problem Resolution
- Performance Management
- Statistical Tool Analysis
- Project and Portfolio Management
- Financial Management
- Business Intelligence Reporting

7. IMPLEMENTING CSI

- Where to start
- Role of Governance in CSI
- Organizational Change and CSI (Kotter)
- Communications Strategy and Plan

8. CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS

- CSI Challenges
- Critical Success Factors
- Risks
- Value
- Benefits
- Costs

9. APPENDICES

- Business Case study and exercises
- Mock exams and guidance
- Glossary
- Evaluation forms
- Return on Investment
- Service reporting
- CSI and other SM Processes

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