ITILÃ‚Â®Intermediate Continual Service Improvement Training

Course#:ITSM-06
Duration:3 Days
Price:0.00

Course Description

One of the modules in the ITIL Intermediate Lifecycle stream that leads to the ITIL Expert Certificate in IT Service Management qualification, the ITIL Continual Service Improvement (CSI) certification focuses on how processes can ensure ongoing improvements and deliver results and customer satisfaction. CSI practices help businesses adapt and evolve to growing demands and changes in businesses. The ITIL CSI tools and techniques are geared towards evaluating the risks and success factors associated with improvements and how these activities can help improve efficiencies and returns on investment for organizations.

This intensive examination is a reflection of your knowledge of industry best practices in service management as documented in the ITIL Continual Service Improvement publication. KnowledgeHuts workshop will help you aim for a first time clearance of this exam with extensive coaching in-depth courseware, detailed exercises and sample papers that cover all objectives of the exam. Earning this qualification is mandatory to achieving the ITIL Expert designation. So enrol today and start your ascent towards becoming an ITILguru.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit this link.

Objectives

What you will learn:

On completion of this workshop and successful attempt of the examination, candidates will become proficient in:

Fundamentals of CSI
CSI principles

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

You will also get:

In-depth preparatory help for examination
Comprehensive and crisp courseware
Coaching by ITIL certified experts
Get 3 credits toward ITILÃ¢â¬Â¯Expert certification and 24 PDUs for PMIÃ¢â¬Â¯recertification
Downloadable courseware
Post workshop assistance and support

Audience

This workshop and the subsequent certification will benefit:

IT professionals working in roles associated with a CSI environment or require a detailed understanding of the processes, functions and activities involved in this phase
Chief information officers (CIOs), Chief technology officers (CTOs), Managers, Supervisory staff, Team leaders, Service designers, IT architects, IT planners, IT consultants, IT audit managers, IT security managers
Those seeking to gain the ITIL Expert Certification or higher ITIL certifications for which the CSI module is a prerequisite

Prerequisites

The Pre-requisites to attaining the Intermediate Certification are given below:

Candidates are required to have (in their possession) and upload the following under their profile on the Peoplecert website:

ITIL Foundation Certificate (version does not matter)

Course Completion Certificate for ITILIntermediate Continual Service Improvement Training.

Content

Introduction to continual service improvement

The purpose, objectives and scope of CSI

The value to the business of adopting and implementing CSI

The context of CSI in the ITIL service lifecycle

The approach to CSI, including key interfaces and inputs and outputs

Continual service improvement principles

How the success of CSI depends on understanding change in the organization and having clear accountability

How service level management and knowledge management influence and support CSI

How the complete Deming Cycle works, and how it can be applied to a real world example

How CSI can make effective use of the various aspects of service measurement

What situations require the use of frameworks and models, and examples of how each type can be used to achieve improvement

Continual service improvement process

What the seven-step improvement process is, how each step can be applied and the benefits produced

How CSI integrates with the other stages in the ITIL service lifecycle

How other processes play key roles in the seven-step improvement process

Continual service improvement methods and techniques

When to use assessments, what to assess and how a gap analysis can provide insight into the areas that have room for improvement

How to use benchmarking, service measurement, metrics, service reporting, including balanced scorecard and SWOT, to support CSI

How to measure return on investment, establish a business case and measure the benefits achieved

How techniques within availability management, capacity management, IT service continuity management and problem management can be used by CSI

Organizing for continual service improvement

The role of the CSI manager, and the roles of service owner, process owner, process manager and process practitioner in the context of CSI and how they can be positioned within an organization

How to design, implement and populate a RACI (responsible, accountable, consulted, informed) diagram as well as how to use it to support CSI

Technology considerations

The technology and tools required and how these would be implemented and managed to support CSI activities such as performance, project and portfolio management, as well as service measurement and business intelligence reporting

Implementing continual service improvement

CSI implementation: strategy, planning, governance, communication, project management, operation, as well as how to deal with cultural and organizational change

Challenges, critical success factors and risks

 The challenges and risks such as staffing, funding, management, etc., which can be related to CSI and the details behind how each challenge can be addressed
 The critical success factors related to CSI as well as how to measure and monitor them

A more detailed syllabus can be found at:

https://www.axelos.com/Corporate/media/Files/Syllabi/The_ITIL_Intermediate_Qualification_Continual_Service_Improvement_Certificate_Syllabus_v5-5.pdf