

Lifecycle Modules

ITIL v3 Intermediate :

Continual Service Improvement eLearning course



ADVICE | SKILLS | KNOWLEDGE

Benefits of this online Learning Certification Course

- Achieve the ITIL v3 Intermediate 'Continual Service Improvement' certificate
- Get credits towards the ITIL Diploma (the ITIL v3 Expert qualification)
- Gain a detailed understanding of the processes, functions and techniques of CSI within the Service Lifecycle
- Understand the importance of CSI within an IT Service Management environment
- Enhance your CV and boost your career prospects



Target Group

- Individuals who require knowledge and understanding of the CSI phase of the ITIL v3 Service Lifecycle, and how its implementation enhances IT service provision
- CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in design activities within the Service Lifecycle
- Individuals who need to understand the concepts, processes, functions and activities of Continual Service Improvement
- Individuals who need to gain credits towards the ITIL Expert qualification

Objectives

- Gain competency in the principles, processes, activities and functions of Continual Service Improvement as part of the ITIL Service Lifecycle
- Understand the technology and implementation considerations for CSI
- Gain an insight into the operational challenges, risks and critical success factors of Continual

Service Improvement

- Achieve the ITIL v3 Continual Service Improvement certificate

Pre-requisites

- Either the ITIL v3 Foundation certificate or the ITIL v2 Foundation + Bridge certificate (documentary evidence of this qualification, and photographic ID, must be demonstrated prior to the examination)
- Familiarity with IT terminology

Duration

- This is an eLearning course - study at your own pace

Service Lifecycle Stream

- There are five ITIL Intermediate Service Lifecycle modules, each worth three credits. These courses are of interest to students who want to gain a detailed understanding of each specific Lifecycle phase and the principles, processes and related activities that it contains. Each phase of the Lifecycle corresponds to one of the five core ITIL v3 textbooks.
- The Service Lifecycle modules are:
 - 1. Service Strategy**
 - 2. Service Design**
 - 3. Service Transition**
 - 4. Service Operation**
 - 5. Continual Service Improvement**

Course Structure

- This is an eLearning course combining study, interaction, discussion, practical exercises and coursework.

Pre-Course Reading Suggestions

- Candidates are advised to revise the relevant content of their Foundation (or Foundation Bridge) training prior to attending the course. The following texts are also strongly recommended:
 - 1. The Official Introduction to the ITIL Service Lifecycle**
 - 2. Key Element Guide Suite (set of five core ITIL v3 textbooks)**
 - 3. Continual Service Improvement (one of the five core ITIL v3 textbooks, particularly recommended)**

Course Outline

- Introduction to Continual Service Improvement
 1. How CSI fits into the ITIL Lifecycle
 2. The main scope, purposes, goals and objectives
 3. The ITIL processes, functions and roles featured in CSI
 4. The value to business
- Continual Service Improvement Principles

Understanding why and how:

1. CSI depends upon an understanding of the impact of change on an organisation
2. CSI drives the adoption of, and is influenced by, service level management

3. The Deming cycle is critical to the implementation and application of CSI
4. CSI can effectively use the various aspects of service measurement
5. Knowledge management is central to improvement initiative
6. CSI can make effective use of internal/external benchmarks
7. CSI can be used to ensure good governance
8. Frameworks, models, standards and quality systems support the CSI concepts

Continual Service Improvement Processes

1. The 7-step improvement process
2. How CSI integrates with the other stages in the Service Lifecycle
3. Service reporting: articulate reporting policies and rules
4. Service measurement
5. The importance of properly defining metrics and measurements
6. Return on Investment for CSI
7. The various business questions for CSI
8. The relationship between CSI and service level management

Common Continual Service Improvement Methods and Techniques

1. What and when to assess
2. Gap analysis (defining areas in need of improvement)
3. Benchmarking
4. Measuring and reporting frameworks (Balance Scorecard and SWOT analysis)
5. The Deming cycle and its uses for service improvement
6. The relationships and interfaces between CSI and other service management processes
7. Using availability management within CSI
8. Using capacity management techniques for CSI
9. How CSI needs to take IT service continuity management requirements into consideration
10. Using risk management to identify areas for improvement
11. Supporting the activities of CSI with problem management

Organising Continual Service Improvement Functions

1. The activities and skills required for the 7-step improvement process
2. The responsibilities, skills and competencies of the service manager, the CSI manager and the service owner
3. How authority matrices (RACI) can be used when defining communication procedures

Technology Considerations

1. IT service management suites
2. System and network management
3. Event management
4. Automated incident and problem resolution
5. Performance management
6. Statistical analysis tools
7. Project and portfolio management
8. Financial management

9. Business intelligence reporting

Implementation Considerations

1. Where to start
2. The role of governance for CSI
3. The effect of organisational change on CSI
4. Developing a communications strategy and plan
5. Challenges, critical success factors and risks

ITIL v3 Continual Service Improvement Exam

- The ITIL v3 Continual Service Improvement certificate exam duration is 90 minutes, and the paper consists of 8 scenario-based, gradient scored questions sections. Each question will have four possible answers, each worth between 5 and 0 marks, according to the degree of accuracy.
- Candidates must score at least 28/40 (70%) in order to pass the examination.
- This exam is worth 3 credits towards the ITIL v3 Expert qualification.



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