



ITIL® Continual Service Improvement

Duration: 3 days (including exam)

Topics covered in the course include:

1. Introduction to CSI

- Purpose, Goals and Objectives
- Scope and Approach of CSI
- Interfaces with Other Lifecycle Phases
- CSI and Business Value

2. CSI Principles

3. CSI Processes

- 7-Step Improvement Process
- Service Reporting
- Service Measurement
- ROI for CSI
- CSI and Business Questions
- CSI and Service Level Management

4. CSI Methods and Techniques

- Assessments
- Benchmarking
- Measuring and Reporting Frameworks
- Balanced Scorecard
- SWOT Analysis
- Deming Cycle
- CSI and Other Service Management Processes

5. Organising CSI

- Roles and Responsibilities
- Organisational Context

6. Tools and Technology for CSI

7. Implementing CSI

- Where to Start?
- Governance
- Organisational Change
- Communications Strategy and Plan

8. Challenges, CSFs and Risks

The ITIL® Intermediate Certificate in Continual Service Improvement (CSI) forms part of the Lifecycle series of Intermediate certification modules, which can be taken as stand-alone qualifications or with a view to amassing sufficient credits to gain the ITIL® Service Management Expert qualification. It will give candidates a deep level of understanding of CSI processes and roles.

This course is intended to enable delegates with Foundation-level knowledge of IT Service Management to apply good practice in processes pertaining to the CSI lifecycle phase. The course is interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussion. On completion of the course and the required personal study, delegates will be able to sit the ITIL® Intermediate examination in Continual Service Improvement worth 3 credits.

Content

This course will enable participants to:

- Understand the importance of Service Management as a Practice
- Understand CSI Principles and Processes
- Carry out common CSI activities
- Organize CSI effectively
- Recognise CSI functions and technology-related activities
- Understand how to implement CSI
- Understand and analyse challenges, Critical Success Factors and risks related to CSI



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Target participants

This course is aimed at individuals who have attained the ITIL® Foundation certificate in Service Management and who wish to advance to higher level ITIL® certifications. It will give delegates a detailed understanding of the ITIL® CSI phase of the ITIL® core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation.

Individuals who may find this course of interest include IT professionals working within or about to enter a CSI environment and requiring a detailed understanding of the processes, functions and activities involved, as well as those who are seeking the ITIL® Expert qualification in IT Service Management.

Before attending this course

Our examination provider, ISEB, requires that you bring with you to the course your ITIL® Foundation certificate number. It is imperative that you do so, as you will not be eligible to take the exam at the end of the course if you do not produce your certificate number. If you took your ITIL® Foundation exam with ISEB and cannot locate your certificate or number, you can call them on 01793 417419 to obtain your number. If you took your ITIL® Foundation exam with another examining body (e.g. EXIN), then please scan and email a copy of the certificate to your training Booker.

Pre-work

Delegates are required to undertake preliminary study using FGI's electronic pre-course documents.

From our experience, delegates who complete all of the pre-course reading are statistically more likely to be successful in the examination and are able to interact more effectively with the course trainer. We recommend you spend approximately 21 hours completing this.

Further self-study is also expected during the evenings of each day of the course.

ITIL® is a registered trade mark of the Cabinet Office

Course Cost - £799.00

Further details

For further information (including dates and various UK locations) and how to register please call **01895 256 484** or email info@unicom.co.uk.