



The ITIL Intermediate Qualification: Continual Service Improvement (CSI) Certificate is part of the ITIL Intermediate Lifecycle stream and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

COURSE COMPETENCIES

- Service Management as a Practice
- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Processes
- Continual Service Improvement Methods and Technologies
- Organising for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation Considerations
- Critical Success Factors and Risks
- Summary, Exam Preparation and Directed Activities

COURSE STRUCTURE

This 4 day course immerses students in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Continual Service Improvement of services and service delivery. Focusing on the process elements involved in identifying and introducing service management improvements, this course also deals with issues surrounding service retirement. Participants will be provided with practical and hands-on learning experiences using a scenario-based approach.

EXAMINATION

The exam comprises 8 multiple-choice, scenario-based, gradient scored questions. A pass mark of 28/40 or 70% is required to successfully pass the closed-book exam. Duration is 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary), which shall be presented as documentary evidence to gain admission.

WHO SHOULD ATTEND

- CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers
- Any IT Professional working in a CSI environment who requires a detailed understanding of the concepts, processes, functions and activities involved.

PRE-REQUISITES

- ITIL v3 Foundation Certificate (or the ITIL v1/v2 Foundation + v3 Foundation Bridge certificate)

Introduction and Overview

- The purpose, objectives and scope of CSI
- The approach to CSI
- The interfaces with other ITIL Lifecycle stages

Continual Service Improvement Principles

- How the success of CSI depends upon an understanding of change upon an Organisation
- How CSI drives the adoption of, and is influenced by, Service Level Management
- How CSI can make effective use of the various aspects of Service Measurement
- How Knowledge Management is a mainstay of any improvement initiative
- How CSI can make effective use of internal and external Benchmarks
- Using CSI to ensure good governance
- How frameworks, models, standards and quality systems fully support the concepts embodied in CSI

Continual Service Improvement Process

- The 7-step improvement process
- How CSI integrates with the other stages in the Service Lifecycle
- Service Reporting and Service Measurement
- The concept of return on investment for CSI
- The various business questions for CSI
- The relationship between CSI and Service Level Management

CSI Methods & Techniques

- What to assess and when to use assessments
- Using GAP analysis to provide improvement insight
- Benchmarking
- The measuring and reporting frameworks such as the Balance Scorecard and the SWOT analysis
- The Deming Cycle for service improvement
- The relationships and interfaces between CSI and the other service management processes
- How availability management techniques such as CFIA, FTA, FSA, TO and the expanded Incident Lifecycle can be used by CSI
- Capacity management techniques such as business, service and component capacity management.
- How CSI needs to take IT Service Continuity Management requirements into consideration and how CSI can use Risk Management to identify areas for improvement
- Problem management supports the activities of CSI

Organisation for Continual Service Improvement

- Establishing the Service Desk objectives
- The nature of the activities and the skills required for the 7-step improvement process
- The responsibilities, skills and competencies for:
 - Service Manager
 - CSI Manager
 - Service Owner
- How authority matrices (RACI) can very used when defining communication procedures in the CSI process

Technology for Continual Service Improvement

How the following tools can be used to assist some or all of the activities of the Continual Service Improvement process:

- IT service management suites
- System and network management
- Event management
- Automated incident/problem resolution
- Performance management
- Statistical analysis tools
- Project and portfolio management
- Financial management
- Business intelligence reporting

Implementing Continual Service Improvement

Understanding the key considerations in implementing CSI, and to be able to justify the steps needed and justify the application of the key steps:

- Where to start
- The role of governance to CSI
- The effect of organisational change
- Communications strategy and plan

Critical Success Factors and Risks

Positive and negative factors affecting the Continual Service Improvement process as well of the effect of CSI upon the organisation:

- The effects on an organisation of the challenges facing Continual Service Improvement
- The appropriate critical success factors for Continual Service Improvement
- The potential impact if the risks associated with implementing CSI
- The potential value to business, benefits and costs

Summary and Exam Preparation

This unit will summarise the material covered in the previous units and prepare delegates