

Continual Service Improvement

ITIL® Intermediate Continual Service Improvement

Leading to the ITIL Intermediate Certificate: Continual Service Improvement

Duration: 3 Days

Pre-Requisites: Foundation Certificate in IT Service Management

Delivery Methods: Classroom / Self Paced On-line / Instructor Led On-line

Why You Should Attend This Course

ITIL is a non-proprietary approach for managing IT services, developed in the 1980s by the Office of Government Commerce (OGC) in the United Kingdom. Now considered the de facto standard for managing a business focused, cost effective IT infrastructure, organisations around the world are using this best practice framework to improve efficiency and communication in IT services.

As business demands and dependency on IT services continue to increase, it is important that IT organisations move from a reactive to a proactive Continual Service Improvement practice. To meet and achieve service agreements, IT providers must develop a culture of measurement that continually tests the value, quality, performance and compliance of the services within their portfolio. As the ITIL axiom states:

- What is not defined cannot be controlled
- What is not controlled cannot be measured
- What is not measured cannot be improved

No matter where you are in your ITIL-based ITSM implementation project, CSI should be focused on creating a baseline, continually measuring back to the baseline and identifying opportunities for improving IT services as well as Service Management processes. The ultimate goal of CSI is to continually demonstrate improvement in a formalised manner to achieve a higher quality of IT service delivery to the business to enable business outcomes.

This course will help you identify the steps required for implementing a successful CSI practice and how to incorporate it into your ITIL program/project. You will be prepared to take the examination leading to the ITIL Qualification: Continual Service Improvement Certificate. The course material and associated exam is based on industry practices in service management and strategy as documented in the ITIL Continual Service Improvement book.

Note: This course qualifies for three (3) credits within the ITIL certification scheme upon passing the exam.

What You Will Learn

- Purpose, scope and objectives of CSI
- Key principles for a CSI practice
- Interaction between CSI and other lifecycle modules
- Creating Return on Investment (ROI)
- Using the CSI Model
- Key activities of the Seven-Step Improvement Process
- Importance of Knowledge Management in support of CSI activities
- Key Measurement and Service Reporting
- Keys to proper trending and analysis
- Key methods and techniques for CSI
- How to organise for CSI
- How to start using CSI even if you are using V2
- How to identify critical success factors, risks and challenges
- Technology for Continual Service Improvement

Pink Elephant's Faculty

Pink Elephant's consultants have the industry's broadest and deepest knowledge of how to lead a successful IT Service Management project – at both strategic as well as implementation levels. That's because the team has years of experience working with a wide variety of organisations around the world. Pink Elephant is also vendor neutral, and our consultants bring an objective, independent approach to everything they do.

The CSI course is presented by a member of this highly experienced and respected team. They will recount not only Pink's methods for developing a CSI practice, but also how and when to implement the CSI practice. Each presenter has earned this Intermediate certification as well as the ITIL EXPERT Certification and is certified to deliver this specific executive seminar according to Pink's internal Certified Trainer Program.

Who Should Attend

- Individuals who require 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
- IT professionals working within or about to enter a CSI environment and who require a detailed understanding of the processes, functions and activities involved
- Individuals seeking the ITIL Expert in IT Service Management, for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Advanced Diploma in IT Service Management for which the ITIL Expert is a prerequisite

Duration

3 days; includes a 90-minute exam, scheduled on the last day of the course, consisting of eight (8) multiple choice, scenario-based, gradient scored questions. You must achieve a passing mark of 70% to earn your certificate.

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2 – V3 Bridge Foundation or the ITIL Foundations. Your certificate must be presented as documentary evidence to gain admission to the CSI course.

You are required to complete at least 21 hours of personal study in preparation for the course and examination. This is in addition to the class time. Personal study time is best spent reviewing the course syllabus available at <https://www.itil-officialsite.com/Qualifications/ITILQualificationScheme.asp>, and becoming familiar with the pertinent areas of the core ITIL publications with particular focus on the Continual Service Improvement publication.

Why Continual Service Improvement?

ITIL's most significant benefit is that it shows you what to do in terms of improving IT operations – and how to do it. Now is an opportune time to apply the lifecycle principles to your environment and ensure that the service ethos of continual service improvement is an integral part of business as usual.

Plus, with ITIL now used as the basis for the international quality standard (ISO/IEC 20000), your organisation can receive independent verification of IT Service Management excellence. Among the many benefits, this standard provides organisations with a competitive edge in the RFP process and can be instrumental in audit preparation.

ITIL® is a registered trademark of AXELOS limited.