



ITIL® Intermediate: Continual Service Improvement (CSI)

Course ID#: 1095-274-32-Z

Hours: 28

Course Content

Course Description:

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO), and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability Stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® Intermediate Qualification Continual Service Improvement (CSI) Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle Stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is respectively to impart, test, and validate the knowledge of industry practices in IT Service Management as documented in the ITIL® Continual Service Improvement publication.

Course Approach:

This lifecycle stage focuses on organizing and maintaining Continual Service Improvement. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Continual Service Improvement certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's



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appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Target Audience

CIOs, CTOs, Managers, Supervisory Staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers, and IT Security Managers who require a detailed understanding of the ITIL® Core Lifecycle and the affected processes, functions and activities and their application.

Course and Learning Objectives:

This qualification presents a complete overview of CSI including all its related activities to continually align and realign IT services to changing business needs by identifying and implementing improvements to IT services that support business processes. This qualification review improvement activities as they support the Lifecycle approach through Service Strategy, Service Design, Service Transition, and Service Operation.

Candidates can expect to gain competencies in the following:

- Introduction to CSI
- CSI Principles
- CSI Process
- CSI Methods and Techniques
- Organizing for CSI
- Technology Considerations
- Implementing CSI
- Challenges, Critical Success Factors and Risks

In addition, the training for this certification should include examination preparation, and a mock examination opportunity.

Prerequisites:

An ITIL® Foundation Certificate and preferably two years work experience in an IT Service Management environment.

Topics:

Module 1: Course Introduction

- Purpose, Objectives, and Measurements of CSI
- The scope of CSI
- Activities that support CSI



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- The value to business
- Continual Service Improvement Approach
- The Business Questions to CSI
- The context of CSI in the ITIL® Service Lifecycle
- Inputs and Outputs of CSI
- The INIL® Certification Scheme

Module 2: CSI Principles

- CSI and Organizational Change
- Ownership of CSI
- The CSI Register
- SCI and Service Level Management
- CSI and Knowledge Management
- The Deming Cycle
- Service Measurement
- The 7 Step Improvement Process
- Governance
- Frameworks, Models, Standards, and Quality Systems

Module 3: Processes

- The 7 Step Improvement Process
- Scope
- Value to the Business
- Principles and Basic Concepts
- Triggers, Inputs, and Outputs
- Interfaces with other Processes and Roles
- SCFs and KPIs
- Challenges

Module 4: Methods and Techniques

- The goal of CSI
- The PDCA Cycle
- Assessments
- Process Maturity
- Benchmarking and CSI
- Service Measurements
- Metrics (Balanced Scorecard)
- SWOT Analysis

Module 5: Organizing CSI

- Roles in ITIL®
- Activities and Skill Levels
- Role Comparison Matrices
- RACI

Module 6: Technology Considerations



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- Tools that enable and support CSI Activities
- IT Service Management Suites
- System and Network Management
- Event Management
- Automated Incident/ Problem Resolution
- Performance Management
- Statistical Tool Analysis
- Project and Portfolio Management
- Financial Management
- Business Intelligence Reporting

Module 7: Implementing CSI

- Where to Start
- Role of Governance in CSI
- Organizational Change and CSI
- (Kotter)
- Communications Strategy and Plan

Module 8: Challenges, Critical Success Factors, and Risks

- CSI Challenges
- Critical Success Factors
- Risks
- Value Benefits
- Costs

Module 9: Appendices

- Business Case Study and Exercises
- Mock Exams and Guidance
- Glossary
- Evaluation Forms
- Return on Investment
- Service Reporting
- CSI and other SM Processes