

IT ACADEMY TRAINING

Course Outline:

ITIL® Intermediate: Continual Service Improvement (CSI) *(Course 994)*

What is this course about?

In this course, you learn how to plan, manage, optimize and apply continual service improvement to the ITIL lifecycle processes. Through lectures, assignments, practice exams and review sessions, you gain the knowledge to take the ITIL Intermediate Qualification: Continual Service Improvement Certification Exam.

Who Should Attend?

IT Leadership who want to achieve the ITIL Intermediate Qualification: Continual Service Improvement Certificate, and who need a detailed understanding of the ITIL continual service improvement phase of the ITIL lifecycle.

This course includes pre-course reading, evening study, and overview maps that illustrate the ITIL lifecycle stages to help reinforce key concepts.

The ITIL Foundation Certification is required to take the CSI exam.

Duration:

3 Days

This course qualifies for:

1.8 CEUs

19 NASBA CPEs

19 PMI PDUs

Chapter 1: ITIL Continual Service Improvement: Introduction

- Goals and Scope of CSI
- CSI Approach

Chapter 2: Principles of Continual Service Improvement

- Establishing Accountability
- Providing Governance

Chapter 3: The Seven-Step Improvement Process

- Determining What to Measure with Gap Analysis
- Gathering the Data

Chapter 4: Methods and Techniques

- Activities for Delivering CSI
- Key Metrics
- Supporting CSI Activities

Chapter 5: Organization and Technology Considerations

- Defining Roles and Responsibilities: Service Owner, Process Owner, Process Manager, Process Practitioner

- Choosing Organizational Structures that Support CSI
- Specifying Tool Requirements for Implementation Success
- Automated Incident and Problem Resolution
- Statistical Analysis Tools and Business Intelligence and Reporting

Chapter 6: Implementing Continual Service Improvement

- Analyzing Where to Start
- Relating the Role of Governance
- Determining the Effect of Organizational Change
- Constructing a Communications Strategy and Plan
- Implementation Challenges and Risks

Chapter 7: Course Summary