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Fact Sheet: ITIL® Continual Service Improvement

Description:

The Continual Service Improvement module is one of the ITIL Service Lifecycle modules, and will be of Interest to candidates looking to focus on the use of process and practice elements used, and the Management capabilities needed to deliver quality Service Management practices.

Course Objectives:

- **Introduction to Continual Service Improvement:**
    - The purpose, objectives and scope of CSI
    - The value to the business of adopting and implementing CSI
    - The context of CSI in the ITIL service lifecycle
    - The approach to CSI, including key interfaces and inputs and outputs

- **Continual Service Improvement Principles:**
    - How the success of CSI depends on understanding change in the organization and having clear accountability
    - How service level management and knowledge management influence and support CSI
    - How the complete Deming Cycle works, and how it can be applied in practice
    - How CSI can make effective use of the various aspects of service measurement
    - What situations require the use of frameworks and models, and examples of how each type can be used to achieve improvement

- **Continual Service Improvement Process:**
    - What is the seven-step improvement process; how each step can be applied and the benefits reaped
    - How CSI integrates with the other stages in the ITIL service lifecycle
    - How other processes play key roles in the seven-step improvement process

- **Continual Service Improvement Methods and Techniques:**
    - When to use assessments, what to assess and how a gap analysis can provide insight into the areas that have room for improvement
    - How to use benchmarking, service measurement, metrics, service reporting, including balanced scorecard and SWOT, to support CSI
    - How to create a return on investment, establish a business case and measure the benefits achieved
    - How techniques within availability management, capacity management, IT service continuity management and problem management can be used by CSI

- **Organizing for Continual Service Improvement:**
    - The role of the CSI manager, service owner, process owner, process manager and process practitioner in the context of CSI and how they can be positioned within an organization
    - How to design, implement and populate a RACI (Responsible, Accountable, Consulted, Informed) diagram and its usage in support of CSI

- **Technology Considerations:**
    - The technology and tools required and how these would be implemented and managed to support CSI activities such as performance, project and portfolio management, service measurement and business intelligence reporting

- **Implementing Continual Service Improvement:**
    - CSI implementation: strategy, planning, governance, communication, project management, operation, cultural and organizational change

- **Challenges, critical success factors and risks:**
    - The challenges and risks such as staffing, funding, management, etc., which can be related to CSI and the details behind how each challenge can be addressed
    - The critical success factors related to CSI as methods to measure and monitor

Target Audience:

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory Staff
- Team Leaders
- Service Designers
- IT Architects, Planners
- IT Consultants
- IT Audit , Security Managers
- ITSM Trainers involved in the ongoing management, co-ordination and integration of operation activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL® service operation stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- IT professionals working within or about to enter a service operation environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- Individuals seeking the ITIL® Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite

Prerequisites:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution for this syllabus, as part of a formal, approved training course/scheme
- A basic IT literacy and around 2 years IT experience are highly desirable
- ITIL® Foundation Certificate in IT Service Management
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes)

Examination:

Type:	Multiple choices,8 questions, scenario based
Duration:	Maximum 90 minutes
Pass Score:	70% (28 out of 40)
Delivery:	PBT and CBT
Examination Body:	Exin | PeopleCert | TUV- SUD

Credit:

There is no specific training course to achieve ITIL® Expert level. Once you have met the following criteria you can apply for this certification:

- The Continual Service Improvement module is worth three credits
- Candidates must have earned a minimum total of 17 credits from the Foundation and Intermediate modules.
- Once you have earned 17 credits from the Intermediate modules you must take and pass the Managing Across the Lifecycle module
- A total of 22 credits minimum must be achieved from ITIL® Intermediate Level or earlier ITIL® certifications
- The Managing Across the Lifecycle (MALC) module must then be taken and passed to achieve a total of 22 credits, which is the minimum required for ITIL Expert level.

For more details contact

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