

ITIL® v3 Intermediate Certificate: Continual Service Improvement (CSI)

What Will the Course Give Me?

Our Continual Service Improvement (CSI) course provides you with an intense and focused exploration of the new and modified topics in ITIL® v3. The course is intended for those who work within a Continual Service Improvement environment and require a deeper understanding of the underlying concepts, processes and activities involved and associated management responsibilities and how they may be used to enhance overall service quality and service provision.

What You Will Learn

The Continual Service Improvement course focuses on the managerial and control aspects within an operational environment. This course has a number of study units and supporting exercises that reinforce the knowledge gained.

- **Service Management as a Practice:** Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate “service” and be able to explain the concept of Service Management as a practice.
- **Continual Service Improvement Principles:** Understand the common principles and guidelines that will influence the performance of CSI processes, including organizational change, the interrelationships with Service Level Management, Knowledge Management, the Deming Cycle, governance, benchmarking and measurement.
- **Service Design Processes and Activities:** Understand the managerial and supervisory aspects of the CSI processes. Other areas of discussion include the relationship to financial principles (e.g., ROI/VOI discussions, etc...), the business case and key relationships to other Service Management processes.

The main processes include:

- 7-step Improvement Process
- Service Reporting
- Service Measurement
- **CSI Methods and Techniques:** Understand the role and the responsibilities within assessments, benchmarking and measuring and reporting frameworks
- **CSI Technology and Implementation Considerations:** Understand the role of technology to CSI and explore concepts that have great impact on CSI implementation

Why You Should Attend This Course

Within the *Continual Service Improvement* volume, the activities define and underpin the reactive and proactive improvement initiatives of an organization. As the CSI activities will touch all areas within the Service Lifecycle, the relationship to the other phases and the criticality of „cross-communication“ between the phases is detailed and emphasized.

The emphasis of this course is on the managerial and supervisory (control) aspects of the activities and techniques within the Continual Service Improvement phase; in-depth discussions of process activities occur in the Capability courses.

Who Should Attend?

The target audience for this course includes CIOs, CTOs, Managers, Supervisory Staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers and IT Security Managers, Service Test Managers and ITSM trainers.

Why Art of Change?

Art of Change uses fully qualified and accredited instructors who also have in-depth practical experience with ITSM. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful implementation project. Art of Change is a globally accredited organization, via LCS and CSME to provide ITIL® education for the v2 and v3 certification schema.

Duration & Logistics

This course runs 4 days and includes the 90-minute exam (8 multiple choice question, scenario-based, gradient scored (total 40 marks)). Please note the certification exam is conducted on the 4th morning and is the only activity that day. You must achieve 70% to receive your certification and pin.

Class size minimum is 6 students, maximum is 18 students.

This course meets the mandatory requirement of 21 contact hours with the instructor. Successful completion of this course and exam provides 3 credits towards the ITIL® Expert certification.

The official course syllabus can be found at the following link:

<http://www.itil-officialsite.com/nmsruntime/saveasdialog.asp?IID=519&sID=201>

Prerequisites

The candidate must hold (photocopy required) one of the following:

- v3 ITIL® Foundation Certificate
- v2 ITIL® Foundation Certificate and the v2-v3 Foundation Bridge Certificate

It is also strongly recommended that the candidate have 2-4 years of professional experience within IT and Service Management. Reading the course syllabus and the ITIL® Service Lifecycle core publications, specifically the *Continual Service Improvement* volume (ISBN 9780113310494) prior to attending is quite beneficial (21 hours of personal prep study is recommended).

Student Materials and Responsibilities

Each candidate will receive full color course materials (lecture notes, in-course exercises and answers, homework, practice questions and practice exams). Materials are distributed on the first day of class. Candidates should plan study time each evening and are expected to participate in all course activities.