

Course Description:

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Continual Service Improvement (CSI) phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the CSI stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives:

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and CSI principles, purpose and objective
- Understanding how all CSI processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the CSI processes
- The roles and responsibilities within CSI and the activities and functions to achieve operational excellence
- How to measure CSI performance
- Understanding technology and implementation requirements in support of CSI
- The challenges, critical success factors and risks related with CSI

Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Credits:

- Upon successful passing of the ITIL CSI Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 21