

## ITIL Continual Service Improvement Lifecycle

### COURSE OVERVIEW:

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme 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 use of process and practice elements used within it.

The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is the on the process activities, execution and use throughout the Service Lifecycle.

The ITIL® CSI (Continual Service Improvement) course is part of the ITIL® Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® Continual Service Improvement Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace.

### WHO WILL BENEFIT FROM THIS COURSE?

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 Continual Service Improvement phase of the ITIL Lifecycle as well as the processes, functions and activities required to apply them.

### PREREQUISITES:

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

### COURSE OBJECTIVES:

- The purpose and objectives of Continual Service Improvement
- How Continual Service Improvement integrates with the stages in the Lifecycle
- How Continual Service Improvement depends upon an understanding of change within an organization
- The nature of the activities and the skills required for the 7-step improvement process
- How tools can assist some or all of the activities in the Continual Service Improvement process
- The effects on an organization of the challenges facing Continual Service Improvement

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

**COURSE OUTLINE:****Lesson 1: Introduction to continual service improvement**

- The core concepts and terminology of continual service improvement (CSI) and how continual service improvement looks for ways to improve process effectiveness and efficiency as well as cost effectiveness in all stages of the ITIL service lifecycle

**Lesson 2: Continual service improvement principles**

- How the success of CSI depends upon an understanding of organizational changes and establishing clear accountability, and the influence of service level management

**Lesson 3: Continual service improvement process**

- The seven-step improvement process, including activities, interfaces, inputs and outputs
- How CSI integrates with the other stages of the ITIL service lifecycle, and how other processes support the different seven-step improvement process activities

**Lesson 4: Continual service improvement methods and techniques**

- Methods and techniques which are primarily used to deliver continual service improvement
- How to perform and interpret assessments, gap analysis, benchmarking, service measurement, metrics, balanced scorecards, SWOT analysis, service reports and return on investment
- How continual service improvement uses availability, capacity, IT service continuity and problem management to support its activities

**Lesson 5: Organizing for continual service improvement**

- Continual service improvement in relation to the organization, roles relevant to continual service improvement and their responsibilities, skills and competencies
- The nature of the activities and the skills required for the seven-step improvement process as well as the how authority matrices (RACI) are used by continual service improvement

**Lesson 6: Technology considerations**

- The technology and tools used to support continual service improvement, holistic service management tools and tools for system, network, event, performance, project, portfolio and financial management

**Lesson 7: Implementing continual service improvement**

- The complete methodology of when and where to start implementing continual service improvement, the role of governance, the effect of organizational change and communication strategies and planning

**Lesson 8: Challenges, critical success factors and risk**

- The challenges and risks facing continual service improvement and appropriate critical success factors (CSFs)

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