

ITIL Continual Service Improvement

Overview

This course teaches students how to plan, implement and optimize the ITIL Continual Service Improvement (CSI) processes. By implementing CSI best practices, IT organizations create and maintain business value through improved design, transition, and operation of services. The course prepares attendees for the ITIL Intermediate Qualification: Continual Service Improvement Certificate, one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

Audience

- Chief information officers (CIOs), Chief technology officers (CTOs), Managers, Supervisory staff, Team leaders, Service designers
- IT architects, IT planners, IT consultants, IT audit managers, IT security managers
- Service test managers and ITSM trainers
- Individuals who require a detailed understanding of the CSI phase 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 CSI environment and requiring a detailed understanding of the 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 Certificate 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
- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- A basic IT literacy and around 2 years IT experience are highly desirable
- Undertake at least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution), as part of a formal, approved training course/scheme
- Complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Continual Service Improvement publication in preparation for the examination

Course Objectives

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to CSI
- CSI principles
- CSI processes
- CSI methods and techniques
- Organizing for CSI
- Technology considerations

- Implementing CSI
- Challenges, critical success factors and risks

Course Outline

Module 1: 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

Module 2: 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 to a real world example
- 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

Module 3: Continual Service Improvement Process

- What the Seven-Step Improvement process is, how each step can be applied and the benefits produced
- How CSI integrates with the other stages in the ITIL service lifecycle
- How other processes play key roles in the seven-step improvement process

Module 4: 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

Module 5: Organizing for continual service improvement

- The role of the CSI manager, and the roles of 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 as well as how to use it to support CSI

Module 6: 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; as well as service measurement and business intelligence reporting

Module 7: Implementing continual service improvement

- CSI implementation: strategy, planning, governance, communication, project management, operation, as well as how to deal with cultural and organizational change

Module 8: 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 well as how to measure and monitor them

Next steps

Courses from the Lifecycle or Capability streams leading to the ITIL Expert qualification

Professional benefits

The following credits are available for this course:

- 3 credits towards ITIL Expert certification
- 26 PDUs on Business & Strategy