ITIL Continual Service Improvement

Delivery Method : Online

Code : ITIL_CSI

Duration : 180 days

What you will learn

ITIL training provides individuals with a structured approach for developing their competencies in the current and future workplace. The accompanying guidance also helps organizations to take advantage of the new and upcoming technologies, succeed in making their digital transformations, and create value as needed for themselves and their customers.

ITIL 4's holistic approach raises the profile of service management in organizations and industries, setting it
within a more strategic context. Its focus tends to be on end-to-end product and service management, from
demand to value.

This course leads to the ITIL® CSI level certification.
The Foundation qualification is a pre-requisite for the ITIL Intermediate examinations.

The ITIL CSI examination is a closed- book 60 minute 40 multiple choice question paper. The pass mark is 65% (26 marks required to pass out of 40 available).

Audience Profile

The target groups of the ITIL® Foundation Certificate are:

- Individuals who require a basic understanding of the refreshed ITIL® framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL®, who need to be informed about and thereafter contribute to, an ongoing service improvement programme.

CSI Intermediate Online Training Covers the following topics:

1. Introduction
   a. Overview
   b. Context
   c. ITIL in relation to other publications in the Best Management Practice portfolio
   d. Why is ITIL so successful?
   e. Chapter Summary

2. Service Management as a practice
   a. Services and service management
   b. Basic concepts
   c. Governance and management systems
   d. The service lifecycle

3. Continual service improvement principles
   a. Continual service improvement approach
   b. CSI and organizational change
   c. Ownership
   d. CSI register
   e. External and internal drivers
   f. Service level management
   g. Knowledge management
   h. The Deming cycle
   i. Service measurement
   j. IT governance
   k. Frameworks, models, standards and quality systems
   l. CSI inputs and outputs

4. Continual service improvement processes
   a. The seven-step improvement process

5. Continual service improvement methods and techniques
   a. Methods and techniques
   b. Assessments
   c. Benchmarking
   d. Service measurement
   e. Metrics

6. Organizing for continual service improvement
   a. Organizational development
   b. Functions
   c. Roles
   d. Customer engagement
   e. Responsibility model – RACI
   f. Competence and training

7. Technology considerations
   a. Tools to support CSI activities
   b. Summary

8. Implementing continual service improvement
   a. Critical considerations for implementing CSI
   b. Where do I start?
   c. Governance
   d. CSI and organizational change
   e. Communication strategy and plan
   f. Summary

9. Challenges, risks and critical success factors
   a. Challenges
   b. Critical success factors
   c. Risks
   d. Summary

Investment
USD 800.00

Payment

Link: www.paypal.me/Primeconsultores