

ITIL® v3 Service Lifecycle Continual Service Improvement

The ITIL® v3 Intermediate Qualification: Continual Service Improvement Certificate is a free-standing qualification, but also forms part of the ITIL® v3 Intermediate Lifecycle stream, and is one of the courses that lead to the ITIL® Expert in IT Service Management Certificate.

This training course, associated exam and certificate aims to teach, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL® Continual Service Improvement publication. The course syllabus covers the management and control of the activities and techniques within Service Design, but not the detail of each of the supporting processes.

This is an intensive programme and evening work and studies will be required in order to adequately prepare for the internationally recognised exam.





About the course

We understand that people are a vital element of any effort to improve overall service delivery.

Most organisations recognise this, but very few have a structured solution to manage it.

We offer a variety of ITIL® Certifications and integrated workshops that prepare students to apply knowledge and techniques gained from our courses into real-world situations. Customised corporate training for your organisation is also available.

Course Outline

- Understanding Critical success factors and risks
- Introduction to CSI, principles and process
- CSI Methods and Techniques
- Organisation for CSI
- Technology for CSI
- Implementation Considerations
- Critical success factors and risks In addition the training for this certification should include examination preparation, including a mock examination opportunity

Duration

The programme is a full 3 day event, including exam preparation and the option to take the actual examination at the end of the final day.

Bookings and Enquiries

Kenya: +254 20 444 2900
South Africa: +27 11 575 4320
UAE: +971 4 426 7303

Email: training@quintica.com

Target Audience

The main target group for the ITIL® Intermediate Qualification: Continual Service Improvement (CSI) Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

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 syllabus may also be of interest to:

- Individuals who require a detailed understanding of the ITIL® CSI phase of the ITIL® core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within or about to enter a CSI environment and requiring a detailed understanding of the processes, functions and activities involved
- Individuals seeking the ITIL® Expert in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite

Pre-Requisites

- Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the v3 Foundation or v2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission
- In order to gain access to the International exam, delegates need to have attended an accredited course with an accredited provider

Certification

- 8 complex multiple choice questions
- 90 minutes
- Maximum marks available: 40
- Pass Mark: 28 marks
- Each answer is weighted according to its degree of correctness. 5 marks for the most correct, 3 marks for the next most correct and 1 mark for the least correct answer. One answer is a distracter worth 0 marks.

Outcomes

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

- Understanding of the importance of Service Management as a Practice concept and Service Operation Principles, Purpose and Objective
- Effectively manage Continual Service Improvement Process
- Ability to apply the Continual Service Improvement Methods and Technique
- Know what Technology is available and can be used for Continual Service Improvement
- Understand the Implementation Considerations for Continual Service Improvement
- Challenges, Critical success factors and risks regarding Continual Service Improvement