

# ITIL Continual Service Improvement

## The ITIL Intermediate Qualification

Continual Service Improvement (CSI) Certificate is not only a free-standing qualification, but is also a part of the ITIL Intermediate Lifecycle stream. Also it is one of the modules that leads to the ITIL Expert certificate in IT Service Management.

The purpose of this training module and the associated exam and certificate is respectively, to impact, test, and validate the knowledge on industry practices in service management as documented in the ITIL Continual Service Improvement publication.

## Course Objective

This qualification provides a complete management-level overview of Continual Service Improvement, including all its related activities.

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

- ▶ Introduction to Continual Service Improvement
- ▶ Continual Service Improvement principles
- ▶ Continual Service Improvement methods and techniques
- ▶ Organizing for Continual Service Improvement
- ▶ Technology considerations
- ▶ Implementing continual service improvement
- ▶ Challenges, critical success factors and risks

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## Participants

The course syllabus covers the management-level concepts and core information of the activities and techniques within Continual Service Improvement, but not specific details about each of the supporting processes.

The main target group for the ITIL Intermediate qualification Continual Service Improvement includes, but is not restricted to:

- ▶ 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
  - ▶ ITSM trainers involved in the ongoing management, coordination and integration of design activities within the service lifecycle
  - ▶ Individuals who require a detailed understanding of the ITIL Continual Service Improvement stage 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 continual service environment and requiring an understanding of the concepts, 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
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## Prerequisites

To be eligible for the ITIL Intermediate Continual Service Improvement qualification, candidates shall fulfill the following requirements:

- ▶ At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus as part of a formal, approved training course/scheme.
- ▶ A basic IT literacy and around 2 years IT experience are highly desirable.
- ▶ Hold the ITIL Foundation certification in IT Service Management (or other appropriate earlier ITIL and bridge qualifications).
- ▶ It is also recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Continual Service Improvement publication in preparation for the examination, specifically, Service Management as a practice.

## COURSE OUTLINE

### Agenda

- ▶ LEARNING UNIT 1: Introductory Lesson
  - ▶ LEARNING UNIT 2: Introduction to Continual Service Improvement
  - ▶ LEARNING UNIT 3: Continual Service Improvement Principles
  - ▶ LEARNING UNIT 4: Continual Service Improvement Processes
  - ▶ LEARNING UNIT 5: Continual Service Improvement Methods and Techniques
  - ▶ LEARNING UNIT 6: Organizing for Continual Service Improvement
  - ▶ LEARNING UNIT 7: Technology Consideration
  - ▶ LEARNING UNIT 8: Implement Continual Service Improvement
  - ▶ LEARNING UNIT 9: Challenges, Critical Success Factor and Risks
  - ▶ LEARNING UNIT 10: Summary, Case Studies, Exam Preparation and Directed
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### Exam Details

- ▶ Type : Eight (8) Multiple Choice Questions
- ▶ Scenario based, gradient scored questions
- ▶ Each question will have 4 possible answer options, one of which is worth 5 marks, one is worth 3 marks, one is worth 1 mark and one is a distracter and achieves no marks
- ▶ Duration : 90 Minutes
- ▶ Prerequisite : ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- ▶ Completion of an Accredited course from an ITIL Accredited Training Provider
- ▶ Supervised : Yes
- ▶ Open Book : No
- ▶ Pass Score : 28/40 or 70%