

# ITIL® Intermediate: Continual Service Improvement

1. Apply the seven step improvement process
2. Understanding roles and responsibilities, tools and technology
3. Deliver CSI using proven techniques
4. Analyse challenges, critical success factors and technology
5. Prepare for ITIL® Continual Service Improvement Exam

## Training includes

1. Introduction to CSI terms and definitions
2. Understanding how CSI is embedded in ITSM
3. Understanding and analyzing 7 step improvement process
4. Exam preparation

## Important Course Information

1. ITIL® Foundation certificate is eligibility for taking this course.
2. Reading the material prior to course will be additional benefit to participants.
3. Approximately 1 hour of home study each evening
4. Course tuition includes the ITIL® Intermediate Qualification: Continual Service Improvement Certification Exam, as well as overview maps that illustrate the ITIL® lifecycle stages, serving to reinforce key concepts and functioning as valuable reference tools

## Who Should Attend?

This course is valuable for those who want to achieve the ITIL® Intermediate Qualification: CSI Certificate. The ITIL® Foundation Certificate is required to attend this course and to take the ITIL® Intermediate CSI exam on the final day.

## ITIL® - Related Courses

1. ITIL® Foundation
2. ITIL® Intermediate Lifecycle
  - ITIL® Intermediate: Service Strategy
  - ITIL® Intermediate: Service Design
  - ITIL® Intermediate: Service Transition
  - ITIL® Intermediate: Service Operation
  - ITIL® Intermediate: Continual Service Improvement
3. ITIL® Intermediate Lifecycle
  - ITIL® Intermediate: Operational Support and Analysis
  - ITIL® Intermediate: Release, Control and Validation
  - ITIL® Intermediate: Planning, Protection and Optimization
  - ITIL® Intermediate: Service Offerings and Agreements
4. ITIL® Managing Across the Lifecycle Qualification (**ITIL® Expert**)

## Training Hours

<b>Days 1 - 2 Course Hours:</b>	<b>Day 3 Course Hours - Last Day:</b>	<b>Free Course Exam*:</b>
9:00 a.m. - 5:30 p.m.	9:00 a.m. - 4:45 p.m.	3:15 p.m. - 4:45 p.m.
Two 15-minute breaks	Two 15-minute breaks	-
45-minute lunch	45-minute lunch	-