Current Technologies
Computer Learning Centers

ITIL

ITIL Continual Service Improvement

The Continual Service Improvement course teaches the concepts and methods organizations use to review products they have produced during the other stages of the IT Service Lifecycle. The course also teaches the tools and technology that can be used to execute and evaluate the CSI activities.

Other Courses in the ITIL Lifecycle Series

- ITIL – Service Design
- ITIL – Service Strategy
- ITIL – Service Operation
- ITIL – Service Transition

How you'll benefit

This class will help you:

- Learn the approach to IT Service Management

Why Attend with Current Technologies CLC

- Our Instructors are in the top 10%
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs Run up to Date Code for all our courses

Objectives

Upon completing this course, the student will be able to meet these objectives:

- Service Management as a practice
- The ITIL Service Lifestyle
- Generic Concepts and Definitions
- Key Principles and Models
- Selected Processes, Functions, Roles
- Technology and Architecture
- Competence and Training

Who Should Attend

The job roles best suited to the material in this course are:

Course Duration

3 day

Course Price

$2,895.00

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

Certification Exam

2022 Current Technologies CLC

ITIL Continual Service Improvement

- Everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.
- All IT Professionals
- IT Project Managers
- IT Managers
- IT Architects and Consultants

Perquisites

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of IT terminology
- IT related work experience is recommended

Outline

Module 1: Introduction to Continua 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 Processes
- 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

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Module 4: Continual Service Improvement Methods and Techniques

- When to use assessments, what to assess & 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
- How these roles 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
- How these tools would be implemented & managed to support CSI activities such as:
  - Performance, Project & portfolio management, Service measurement & Business intelligence reporting

Module 7: Implementing Continual Service Improvement

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

Module 8: Challenges, Critical Success Factors and Risks

- The challenges and risks related to CSI and how these challenges can be addressed
- The critical success factors related to CSI as well as how to measure and monitor them

Chapter 1: Introduction to Continua 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