

ITSM/ITIL Intermediate: Continual Service Improvement

Course Summary

Description

The ITIL Intermediate Qualification: Continual Service Improvement Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL Continual Service Improvement publication.

Objectives

At the end of this course, students will be able to:

- Understand the importance of Service Management as a Practice concept and Continual Service Improvement Principals, Purpose and Objective
- Understand how all processes in ITIL Continual Service Improvement interact with other Service Lifecycle Processes
- Understand the sub-processes, activities, methods and functions used in each of the ITIL Continual Service Improvement processes
- Understand the roles and responsibilities within ITIL Continual Service Improvement and the activities and functions to achieve Service Improvement excellence
- Understand Technology and implementation considerations surrounding ITIL Continual Service Improvement
- Understand Challenges, Critical Success Factors and Risks associated to ITIL Continual Service Improvement

Topics

- Introduction
- Continual Service Improvement Principles
- Continual Service Improvement Methods and Techniques
- Organization for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementing Continual Service Improvement
- Critical success factors and risks
- Summary, Exam Preparation and Directed Studies

Audience

The audience for the ITIL Intermediate Qualification: Continual Service Improvement 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 and ITSM trainers involved in the ongoing management, coordination and integration of Continual Service Improvement activities within the Service Lifecycle.

Prerequisites

Students 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.

Duration

Three days

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Course Outline

I. Introduction

- A. The purpose and objectives of Continual Service Improvement
- B. The scope of Continual Service Improvement
- C. The approach to Continual Service Improvement
- D. The interfaces with other ITIL Lifecycle stages

II. Continual Service Improvement Principles

- A. How the success of CSI depends upon an understanding of change upon an organization
- B. How CSI drives the adoption of, and is influenced by, Service Level Management
- C. How the Deming Cycle is critical to both the implementation and application of CSI
- D. How CSI can make effective use of the various aspects of Service Measurement
- E. How Knowledge Management is a mainstay of any improvement initiative
- F. How CSI can make effective use of internal and external Benchmarks
- G. How CSI can be used to ensure good governance where goals are aligned and good management is achieved
- H. How frameworks, models, standards and quality systems fully support the concepts embodied in CSI

III. Continual Service Improvement Process

- A. The 7-step improvement process. Specifically, the candidate will be able to articulate what is being done at every step and where the information is actually found
- B. How CSI integrates with the other stages in the Service Lifecycle
- C. Service Reporting and articulate reporting policies and rules

- D. Service Measurement Specifically, the candidate will be able to describe targets, and describe, use and interpret metrics and reports
- E. The importance of properly defining metrics and measurements
- F. The concept of Return on Investment for CSI. Specifically, the candidate will be able to demonstrate how to create a return on investment, establish a business case and measure the benefits achieved
- G. The various Business questions for CSI
- H. The relationship between CSI and Service Level Management

IV. Continual Service Improvement Methods and Techniques

- A. What to assess and when to use Assessments
- B. How a gap analysis can provide insight into the areas that have room for improvement
- C. Benchmarking
- D. The Measuring and Reporting frameworks such as the Balance Scorecard and the SWOT analysis
- E. The Deming Cycle and its uses for service improvement
- F. The relationships and interfaces between CSI and the other service management processes
- G. How availability management techniques such as CFIA, FTA, FSA, TO and the expanded Incident Lifecycle can be used by CSI
- H. How capacity management techniques such as business, service and component capacity management, workload and demand management
- I. The iterative activities of capacity management can be used by CSI
- J. How CSI needs to take IT Service Continuity Management requirements into consideration and how CSI can use Risk Management to identify areas for improvement

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Course Outline (cont'd)

- K. Problem management supports the activities of CSI
- V. Organization for Continual Service Improvement**
 - A. Service Manager
 - B. CSI Manager
 - C. Service Owner
 - D. How authority matrices (RACI) can very used when defining communication procedures in the CSI process
- VI. Technology for Continual Service Improvement**
 - A. How the following tools can be used to assist some or all of the activities of the Continual Service Improvement process
 - B. IT service management suites
 - C. System and network management
 - D. Event management
 - E. Automated Incident/Problem resolution
 - F. Performance Management
 - G. Statistical Analysis tools
 - H. Project and Portfolio Management
 - I. Financial management
 - J. Business Intelligence reporting
 - K. Implementing Continual Service Improvement
 - L. Where to start
- M. The role of Governance to CSI
- N. The effect of Organizational Change for CSI
- O. A Communications strategy and Plan
- VII. Critical success factors and risks**
 - A. The effects on an organization of the challenges facing Continual Service Improvement
 - B. The appropriate critical success factors for Continual Service Improvement
 - C. The potential impact if the risks associated with implementing CSI
 - D. The potential value to business, benefits and costs
- VIII. Summary, Exam Preparation and Directed Studies**
 - A. This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination.
 - B. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions.
 - C. The standard duration of the exam is Maximum 90 minutes.