



Transforming The Way People Learn

# ITIL® Continual Service Improvement (ITIL3CSI) 2011 Edition



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT Service Management in the world. ITIL® is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

This course will provide a better understanding of Continual Service Improvement by explaining ITIL® principles and terminology, outlining the steps needed to improve IT Service Management quality, and increasing the knowledge of concepts, processes and functions. The course also helps students increase their understanding of business issues governing the ITIL® Lifecycle and provides the opportunity to sit the ITIL® Lifecycle examination in Continual Service Improvement.

The ITIL® Intermediate Qualification in 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 Certificate.

## Course Content

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement – Will look at The Seven Step Improvement process (Excluded are detailed knowledge of process activities, methods and techniques)
- Continual Service Improvement Methods and Techniques – Assessments, Benchmarking, Metrics and Measurements, Service reporting, Performing Gap analysis
- Roles within Continual Service Improvement
- Organising for Continual Service Improvement
- Technology considerations
- Implementing and improving Continual Service Improvement
- Challenges, Critical success factors and Risks

## Duration

This is an intensive three day course which includes the ITIL® Continual Service Improvement examination which takes place on the final day.

## Pre-Requisites

Candidates must already hold one of the following:

- ITIL® Foundation certificate in IT Service Management
- ITIL® V2 Foundation plus the Foundation Bridge Certificate
- ITIL® Expert certificate in IT Service Management (achieved via Service manager or Practitioner bridging routes)

## Accreditation

- Multiple-choice
- 90 minute duration
- 8 scenario-based, gradient scored questions
- 70% required to pass
- Closed-book
- This course provides 3 credits towards the ITIL® Expert Qualification in IT Service Management.



## Target Audience

- Individuals who require an in depth 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 organisation
- IT Professionals working within, or about to enter a Continual Service Improvement environment and requiring an understanding of the concepts, processes, functions and activities involved

## Scheduled Dates and Prices

See our latest public schedule for dates, venues and prices. Visit us at [www.ilxgroup.com](http://www.ilxgroup.com)

## Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **+44 (0)1270 611600** or email [training@ilxgroup.com](mailto:training@ilxgroup.com) for further assistance.

For further information contact:

UK: Tel +44 (0)1270 611600 email [training@ilxgroup.com](mailto:training@ilxgroup.com)  
Australia: Tel +61 (0)2 9006 1222 email [enquiries@ilxgroup.com.au](mailto:enquiries@ilxgroup.com.au)  
New Zealand: Tel +64 (0)9 363 9777 email [enquiries@ilxgroup.co.nz](mailto:enquiries@ilxgroup.co.nz)  
Netherlands: Tel +31 (0)70-3538227 email [nederland@ilxgroup.com](mailto:nederland@ilxgroup.com)

South Africa: Tel +27(0)11 486 9349 email [rsa@ilxgroup.com](mailto:rsa@ilxgroup.com)  
Scandinavia: Tel +45 33377288 email [danmark@ilxgroup.com](mailto:danmark@ilxgroup.com)  
USA: Tel +1 (586) 203 8263 email [sales.us@ilxgroup.com](mailto:sales.us@ilxgroup.com)  
UAE: Tel +971 4 313 2020 email [uae@ilxgroup.com](mailto:uae@ilxgroup.com)

[www.ilxgroup.com/itil](http://www.ilxgroup.com/itil)