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What is ITIL® Intermediate Training - Continual Service Improvement?

The Continual Service Improvement training course is part of the ITIL® Service Life Cycle stream, and will be of useful to delegates that wish to concentrate on the use of process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

ITIL® Intermediate Continual Service Improvement Exam

The Continual Service Improvement exam is a 90 minute closed book exam consisting of eight multiple choice, scenario based questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Who is ITIL® Intermediate Training - Continual Service Improvement intended for?

Before attending this course you must hold a valid ITIL Foundation Certificate.

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Course Objectives

Upon completion of this ITIL® Intermediate Continual Service Improvement course you will be able to:

- Understand the importance of Service Management as a Practice
- Understand CSI Principles and Processes
- Carry out common CSI activities
- Organise CSI effectively
- Recognise CSI functions and technology-related activities
- Understand how to implement CSI
- Understand and analyse challenges, Critical Success Factors and risks related to CSI

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Modules:

- Continual Service Improvement Principles
- Continual Service Improvement Process
- 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

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