

## [ITILCSI]: ITIL® Intermediate Lifecycle-Continual Service Improvement

Length : 4 days  
Delivery Method : Instructor-led (classroom)

### Course Overview

This course is a four-day classroom training relevant for professionals who play a role in developing, implementing, managing and improving IT service quality in order to deliver business value. This course is a free-standing qualification and is also part of the ITIL® intermediate lifecycle stream, and one of the modules that leads to the ITIL® Expert Certificate 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 as documented in the official ITIL® Continual Service Improvement publication. Practical examples and real life case studies are used to guide and assist with the understanding of key concepts throughout the course. At the end of the four-day classroom training, the certification exam may be taken.

The ITIL® Continual Service Improvement certificate is awarded to candidates passing the examination. Participants will also earn 28 Project Management Institute (PMI) Professional Development Units upon course completion.

### Audience Profile

This course aims at those IT consultants, IT service providers, IT senior managers, IT managers and supervisory staff, IT audit managers, IT security managers, service designers, IT architects who are involved in the developing, designing, managing, delivering and optimizing IT Services within the organization.

### At Course Completion

This course and qualification presents a complete overview of CSI including all its related activities: to continually align and realign IT services to changing business needs by identifying and implementing improvements to IT services that support business processes.

This qualification reviews improvement activities as they support the lifecycle approach through service strategy, service design, service transition and service operation. Candidates can expect to gain key competencies related to this certification.

- Introduction to CSI
- CSI principles
- CSI process
- CSI methods and techniques
- Organizing for CSI
- Technology considerations

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- Implementing CSI
- Challenges, critical success factors and risks.

### **Pre-Requisites**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management which must be presented as documentary evidence to gain admission.

Candidates who hold the following ITIL® qualifications are also eligible and similar evidence will be required:

- Earlier ITIL® (V2) Foundation plus Foundation Bridge
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

### **Certification**

Delegates who successfully complete the course and pass the examination will be recognized as certified with ITIL® Continual Service Improvement Intermediate certificate under the APMG certification scheme. Delegates who do not attain a passing score for the examination would be awarded a course attendance certificate only.

### **Pre Course Reading Materials**

It is recommended but not mandatory for course participants to complete at least 21 hours of personal study by reviewing the syllabus and the ITIL® Continual Service Improvement publication in preparation for the examination.

### **Examination**

The examination duration is 90 minutes and is a closed-book paper containing 8 scenario-based gradient-scored MCQ (multiple choice questions). Each question will have 4 possible answer options, one which is worth 5 marks, and one which is worth 3 marks, one which is worth 1 mark and one which is a distracter and achieves no marks.

A candidate is expected to answer all questions and must attain a score of 70% (28/40) and above to pass the examination and qualify for certification.

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## Course Outline

### Module 1: Introduction to CSI

#### Lessons

- 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: CSI principles

#### Lessons

- 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: CSI process

#### Lessons

- 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

### Module 4: CSI methods and techniques

#### Lessons

- When to use assessments, what to assess and 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 CSI

#### Lessons

- The role of the CSI manager, and the roles of service owner, process owner, process manager and process practitioner in the context of CSI and how they 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

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**Module 6: Technology considerations**

**Lessons**

- The technology and tools required and how these would be implemented and managed to support CSI activities such as performance, project and portfolio management, as well as service measurement and business intelligence reporting

**Module 7: Implementing CSI**

**Lessons**

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

**Module 8: Challenges, critical success factors and risks**

**Lessons**

- The challenges and risks such as staffing, funding, management, etc., which can be related to CSI and the details behind how each challenge can be addressed
- The critical success factors related to CSI as well as how to measure and monitor them

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