

ITIL® Service Lifecycle: Continual Service Improvement (1217)

Price: \$2,495

Learn to manage and control the activities and techniques within the ITIL Continual Service Improvement stage.

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the Continual Service Improvement (CSI) phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the CSI stage, not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice, and it positions you to successfully complete the associated exam, which is offered on the last day of the course at 3:30 pm.

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

What You'll Learn

- Service Management as a practice and CSI principles, purpose, and objective
- How all CSI processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods, and functions used in each of the CSI processes
- Roles and responsibilities within CSI and the activities and functions to achieve operational excellence
- How to measure CSI performance
- Technology and implementation requirements in support of CSI
- The challenges, critical success factors, and risks related with CSI

Who Needs to Attend

- IT operations, technical, or IT management personnel requiring more information about ITIL best practices
- Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Prerequisites

- ITIL Foundation Certification (required)
- Two years of relevant work experience
- To prepare for the end-of-class exam, we recommend that you review the ITIL publication Continual Service Improvement (2011 Edition, ISBN 9780113313082) and complete at least 21 hours of personal study

Follow-On Courses

- ITIL® Service Lifecycle: Service Design
- ITIL® Service Lifecycle: Service Operation
- ITIL® Service Capability: Planning, Protection, and Optimization
- ITIL® Service Capability: Service Offerings and Agreements
- ITIL® Service Capability: Release, Control, and Validation
- ITIL® Service Capability: Operational Support and Analysis
- ITIL®: Managing Across the Lifecycle

Certification Programs and Certificate Tracks

This course is part of the following programs or tracks:

- ITIL® Certifications

Course Outline

- 1. Introduction**
- 2. Continual Service Improvement Principles**
- 3. Continual Service Improvement Process**
- 4. Continual Service Improvement Methods and Techniques**

- 5. Organization for Continual Service Improvement**
- 6. Technology for Continual Service Improvement**
- 7. Implementing Continual Service Improvement**
- 8. Critical Success Factors and Risks**
- 9. Exam Preparation/Mock Exam**
- 10. Exam**