# bestpracticetraining

# ITIL Continual Service Improvement

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL Lifecycle Module in Continual Service Improvement is a stand-alone module but also part of the ITIL Intermediate Lifecycle stream. It is also one of the modules that leads to the ITIL Expert in IT Service Management.

## Benefits to the individual

- Recognised professional qualification

- Understand the application of ITIL guidelines and frameworks that contribute to industry best practice within the continual service improvement area

- Helps individuals to improve the quality of IT service management within an organisation

- Pre-requisite module for ITIL Expert certification in IT Service Management

## Benefits to the business

- The adoption of proven best practice processes results in improved IT services and increased productivity throughout the business

- Improved customer satisfaction and less down time through quicker fixes

- Better process management leads to increased efficiency and reduced costs

- The framework is flexible, scalable, systematic and can be used within different organisations irrespective of size or industry

## Course outline

The ITIL course in Continual Service Improvement (CSI) examines the need to continually align and realign IT services to changing business needs by identifying and implementing improvements to IT services that support business processes.

The objectives of the ITIL Continual Service Improvement course are:

- For delegates to understand the CSI are of the ITIL Lifecycle and how it can be implemented to enhance the quality of IT service provision within an organisation
- For delegates to gain the knowledge, skills and management techniques to coordinate all activities within the CSI area

The course is conducted through interactive group study using practical examples and activities. Over the three day course, the following topics are covered.

A 90 minute closed book exam is taken on day three of the course. It consists of 8 multiple choice, scenario-based, gradient scored questions. Each question will have 4 possible answer options – one is worth 5 marks, one is worth 3 marks, one is worth 1 mark and one is an incorrect answer worth no marks. The pass mark is 28/40 or 70%.

## Course content

**Introduction to CSI**

- 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

**CSI principles**

- How the success of CSI depends on understanding change in the organisation 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

**CSI processes**

- 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

**CSI methods & techniques**

- 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

**Organising for CSI**

- 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 organisation

- How to design, implement and populate a RACI (responsible, accountable, consulted, informed) diagram as well as how to use it to support CSI

**Technology considerations**

- 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

**Implementing CSI**

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

**Challenges, critical success factors and risks**

- 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