PROJECT STRATEGY
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ITIL® Continual Service Improvement Lifecycle
Virtual Classroom

Certificate:	ITIL® Continual Service Improvement Lifecycle	**Course ID:**	ITIL-CSI-CB
Duration:	3 days (virtual) classroom	**Language:**	English
Course Delivery:	Classroom, Exam, eBook	**Credits:**	3 Credits to ITIL Expert
		PMI® PDUs:	24

This three-day course immerses learners 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, but 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 positions the student to successfully complete the associated exam.

Audience:
The CSI Lifecycle course will be of interest to:
- Individuals who have their ITIL Foundation Certificate who want to purse the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the CSI stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization.
- IT professionals working in or new to a CSI environment who require and understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

Learning Objectives:
Upon completion of this course and examination, the learner will gain competencies in:
- Understanding Service Management as a Practice and CSI principles, purpose and objective,
- Understanding how all CSI processes interact with other Service Lifecycle processes,
- The sub-processes, activities, methods and functions used in each of the CSI processes,
- The roles and responsibilities within CSI and the activities and functions to achieve operational excellence,
- How to measure CSI performance,
- Understanding technology and implementation requirements in support of CSI, and
- The challenges, critical success factors and risks related with CSI.

Prerequisites:
Candidates for this course must:
- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL, *e.g.*, earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course).
- There is no minimum requirement but a basic IT literacy and around two years IT experience are highly desirable.

Course Material:
Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

Examination:
- Evidence of ITIL Foundation Certificate or ITIL v2 Foundation + Foundation Bridge Certificate and completion of a CSI Lifecycle course from an Accredited Training Provider is required to sit the exam.
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Operation book in preparation for the examination.
- The syllabus can be downloaded from: https://www.axelos.com/best-practice-solutions/itil.aspx.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum of 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary).
- 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.
- Pass score is 28/40 or 70%.

Credits:
- Upon successful passing of the ITIL Service Operations Lifecycle exam, the student will be recognized with three credits in the ITIL qualification scheme.
- Project Management Institute Professional Development Units (PDUs) = 24.

Agenda:

Day 1	Day 2	Day 3
Introduction to Continual Service Improvement	Continual Service Improvement Processes	Organization for Continual Service Improvement
Continual Service Improvement Principles	Continual Service Improvement Methods and Techniques	Technology Considerations
Continual Service Improvement Processes	Homework (Review of the Day's Materials)	Implementation Considerations
Homework (Review of the Day's Materials)		Challenges, CSFs, and Risks
		Exam Preparation / Mock Exam
		Exam

COURSE OUTLINE

Course Introduction
Introductions
Course Introduction
Course Learning Objectives
Unique Nature of the Course
Course Qualification Scheme
Course Agenda and Exam details

Unit 1: Continual Service Improvement
1.1 Purpose and Objectives
1.2 Scope
1.3 Value to the Business
1.4 Approach to CSI
1.5 Business Questions for CSI
1.6 Context of CSI in the ITIL Service Lifecycle
1.7 Inputs and Outputs of CSI
1.8 Sample Test Question
Summary of Unit 1

Unit 2: Continual Service Improvement Principles
2.1 Relationship between CSI and Organizational
     Change
2.2 Ownership
2.3 The CSI Register
2.4 Influence of SLM on CSI
2.5 Role of Knowledge Management in Improvement
     Initiatives
2.6 Importance of the Deming Cycle
2.7 Effectively Using Various Aspects of Service
     Measurement
2.8 Using CSI for Good Governance
2.9 Frameworks, Models, Standards and Quality
     Systems
2.10 Group/Individual Exercise
2.11 Sample Test Question
Summary of Unit 2

Unit 3: The Continual Service Improvement Process
3.1 Purpose and Objectives
3.2 Scope
3.3 Value to the Business
3.4 Policies, Principles, and Basic Concepts
3.5 Process Activities, Methods, and Techniques
3.6 Triggers, Inputs, Outputs, and Interfaces
3.7 How Other Processes Play a Key Role in the Seven
     Step Improvement Process
3.8 Critical Success Factors and Key Performance
     Indicators
3.9 Challenges and Risks
3.10 Group/Individual Exercise
3.11 Sample Test Question
Summary of Unit 3

Unit 4: CSI Methods and Techniques
4.1 What to Assess and When to Use Assessments
4.2 Using Gap Analyses to Identify Areas of
     Improvement
4.3 Benchmarking
4.4 Service Measurement
4.5 Metrics
4.6 Return on Investment (ROI)
4.7 Service Reporting
4.8 Using Availability Management Techniques
4.9 Using Capacity Management Techniques and
     Iterative Activities
4.10 Considering ITSCM Requirements and Risk
     Management
4.11 Support from Problem Management
4.12 Support from Knowledge Management
4.13 Group/Individual Exercise
4.14 Sample Test Question
Summary of Unit 4