ITIL® 2011 Intermediate Certificate: Continual Service Improvement (CSI)

Interactive teaching.
Imaginative course presentation.
Impressive results.

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What Will the Course Give Me?

SED-IT's 3-day Continual Service Improvement (CSI) course provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within a Continual Service Improvement environment and require a deeper understanding of the underlying concepts, processes and activities involved and associated management responsibilities and how they may be used to enhance overall service quality and service provision.

What You Will Learn

The Continual Service Improvement course focuses on the managerial aspects of an improvement environment, including related activities. This course has a number of study units and supporting exercises that reinforce the knowledge gained.

- *Service Management as a Practice*: Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate "service" and be able to explain the concept of Service Management as a practice

- *Continual Service Improvement Principles*: Understand the common principles and guidelines that will influence the performance of CSI processes, including organizational change, the interrelationships with Service Level Management, Knowledge Management, the Deming Cycle, governance, benchmarking, and measurement

- *CSI Process and Activities*: Understand the managerial and supervisory aspects of the CSI process. Other areas of discussion include the CSI Register, the relationship to strategic and financial principles (e.g., ROI/VOI discussions, etc...), the business case and key relationships to other Service Management processes. The CSI process is:
  - 7-step Improvement Process

- *CSI Methods and Techniques*: Understand the roles and the responsibilities within assessments, benchmarking, measuring, metrics and reporting frameworks

- *CSI Technology and Implementation Considerations*: Understand the role of technology to CSI and explore concepts that have great impact on CSI implementation

Why You Should Attend This Course

Within the *Continual Service Improvement* volume, the activities defined underpin the reactive and proactive improvement initiatives of an organization. As the CSI activities will touch all areas within the Service Lifecycle, the relationship to the other phases and the criticality of 'cross-communication' between the phases is detailed and emphasized. *It is imperative that the candidate be familiar with the processes and their associated activities across the Service Lifecycle.*

Who Should Attend?

The target audience for this course includes CIOs, CTOs, Managers, Supervisory Staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers and IT Security Managers, Service Test Managers and ITSM trainers.

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Why SED-IT?

SED-IT only uses fully qualified and accredited instructors who also have in-depth practical experience in assisting organizations in their specific "adopt/adapt" initiatives in Service Management. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful Service Management project and environment. SED-IT is a globally accredited organization, via EXIN and PEOPLECERT to provide ITIL education. SED-IT is also fully accredited (as well as the subject matter expert behind its redevelopment) to deliver EXIN's ISO/IEC 20000 educational program (Foundation, Specialist, Auditor, Expert and Master courses).

Duration & Logistics

This course is 3 full days with the exam as the only activity of Day 4. The exam is 90-minutes with eight (8) complex multiple choice questions which are scenario-based and gradient scored (total 40 marks). The exam is delivered online with printed scenarios and scores are immediately available upon submission of the exam. To pass, you must achieve 70% or greater (28/40 correct) to receive the certification. The course is held in Louisville, KY but we are more than happy to conduct closed courses on customer's sites; call for details.

Successful completion of this course and exam provides 3 points of the necessary 15 'electives' to achieve the ITIL Expert certification (2 points for Foundation and 5 points for Managing Across the Lifecycle (MALC) are mandatory).

Prerequisites

The candidate must hold (documentary evidence required) one of the following:
- ITIL Foundation Certificate (2007 or 2011 version)
- v2 ITIL Foundation Certificate and the v2-v3 Foundation Bridge Certificate

It is also strongly recommended that the candidate have 2-4 years of professional experience within Service Management as well as defined experience in CSI activities. Reading the ITIL Service Lifecycle core publications, specifically the *Continual Service Improvement* volume, prior to attending is quite beneficial (recommended 21 hours of personal study). This course emphasizes the relationship of CSI activities to the processes within the Service Lifecylce -- be sure you are familiar with their purpose, objectives and activities.

Student Materials, Responsibilities & Price

Each candidate will receive full color course materials - lecture notes, in-course exercises and answers, homework and practice exams. All materials are distributed on the first day of class.

To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 90 minutes of study per evening. Candidates are expected to fully participate in all course activities.

Course price: $1,995 (includes the exam)

Next Steps

Speak with us at **502-456-4322**, send an e-mail with your requirements to *info@practical-itsm.com* or visit the course page at *www.practical-itsm.com/intermediate_csi*.