

## Continual Service Improvement (CSI)

### Course Overview

This three-day course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Continual Service Improvement (CSI) and covers the management and control of the activities and techniques within the CSI stage. Additionally the course looks at the concept of CSI as a practice and at the interfaces between CSI and the other stages of the ITIL Service Lifecycle.

### Objectives

The purpose of the CSI course is to obtain knowledge on ITIL concepts and terminology. The course looks at activities that may be implemented to enhance the quality of IT service management within an organization and enables students to understand the concepts, processes, functions and activities involved in CSI. It also aims to give a detailed management/business level understanding of the ITIL® CSI phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.

The course aims to explain the roles and justify the need of CSI in the Service Lifecycle. The course prepares delegates for the ITIL® Lifecycle examination in Continual Service Improvement.

### Who should attend?

The course is suitable for individuals who require a deeper understanding of the CSI stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® Foundation Certificate. Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. Delegates are required to hold the ITIL® Foundation Certificate in IT Service Management or v2 to v3 bridge equivalent.

### Professional Qualifications

The course forms part of the ITIL® Intermediate qualification program. The examination will consist of a complex multiple choice, closed book paper, to be completed within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of a dictionary.) The pass mark will be 70% or more. Successful candidates will be awarded 3 credits towards the ITIL® Expert qualification.

### Structure

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.



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### Topics covered include:

- The main principles and objectives of CSI
- Challenges, Critical Success Factors and Risks
- The overall process of CSI itself
- The methods and Techniques of CSI such as Benchmarking, Assessment, the Balanced Scorecard and the Deming cycle
- Organizational issues concerned with CSI
- Technology considerations related to CSI
- The activities commonly performed in the CSI arena
- Assessing Critical Success Factors and Managing Risk in CSI