

**ITIL® V3
Intermediate
Lifecycle
Module –
Continual
Service
Improvement**

Duration: 3 days

The ITIL Intermediate Qualification: Continual Service Improvement Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge of industry practices in service management and strategy as documented in the ITIL Continual Service Improvement publication.

Course Objectives:

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Organisation for Continual Service Improvement
- Implementation Considerations
- Critical success factors and risks

In addition the training for this certification should include examination preparation, including a mock examination opportunity.

Target Group

The main target group for the ITIL Intermediate Qualification: Continual Service Improvement Certificate includes but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers.

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.

The course may also be of interest to:

- Individuals who require a detailed understanding of the ITIL Continual Service Improvement phase of the ITIL core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within or about to enter a Continual Service Improvement environment and requiring a detailed understanding of the processes, functions and activities involved
- Individuals seeking the ITIL Expert 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

Course Content

- Understand the importance of Service Management as a Practice
- Understand CSI Principles and Processes
- Carry out common CSI activities
- Organise CSI effectively
- Recognise CSI functions and technology-related activities
- Understand how to implement CSI
- Understand and analyse challenges, Critical Success Factors and risks related to CSI

Course Prerequisites:

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the v3 Foundation or v2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

It is strongly recommended that candidates read the ITIL Continual Service Improvement publication in advance of attending training for the certification.

Examination

- Eight (8) multiple choice, scenario-based, gradient scored questions over 90 minutes
- 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