

# ITIL Intermediate Continual Service Improvement Course

Delivery Method : Online

Validity : 6 months

## Course Description

1. Introduction
  - a. Overview
  - b. Context
  - c. ITIL in relation to other publications in the Best Management Practice portfolio
  - d. Why is ITIL so successful?
  - e. Chapter Summary
2. Service Management as a practice
  - a. Services and service management
  - b. Basic concepts
  - c. Governance and management systems
  - d. The service lifecycle
3. Service Management improvement principles
  - a. Continual service improvement approach
  - b. CSI and organizational change
  - c. Ownership
  - d. CSI register
  - e. External and internal drivers
  - f. Service level management
  - g. Knowledge management
  - h. The Deming cycle

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3. Continual service improvement principles
  - i. Service measurement
  - j. IT governance
  - k. Frameworks, models, standards and quality systems
  - l. CSI inputs and outputs
  
4. Continual service improvement processes
  - a. The seven-step improvement process
  
5. Continual service improvement methods and techniques
  - a. Methods and techniques
  - b. Assessments
  - c. Benchmarking
  - d. Service measurement
  - e. Metrics
  
6. Organizing for continual service improvement
  7. Organizational development
  8. Functions
  9. Roles
  10. Customer engagement
  11. Responsibility model – RACI
  12. Competence and training

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7. Technology considerations
  - a. Tools to support CSI activities
  - b. Summary
  
8. Implementing continual service improvement
  - a. Critical considerations for implementing CSI
  - b. Where do I start?
  - c. Governance
  - d. CSI and organizational change
  - e. Communication strategy and plan
  - f. Summary
  
9. Challenges, risks and critical success factors
  - a. Challenges
  - b. Critical success factors
  - c. Risks
  - d. Summary