COURSE AGENDA
ITIL® INTERMEDIATE CONTINUAL SERVICE IMPROVEMENT (CSI)

LEARNING UNITS

1. Introduction to continual service improvement

Purpose, objectives, scope and value to business

The context of service transition in ITIL service lifecycle

The approach to CSI

The business question to be asked to ensure that a CSI initiative is warranted

The context of CSI in the ITIL service lifecycle

The inputs and outputs to CSI

2. Continual service improvement principles

How the success of CSI depends upon an understanding of change within an organization

How the success of CSI depends upon a clear and unambiguous ownership and accountability

How the CSI register supports the application of CSI

How CSI drives the adoption of, and is influenced by service level management

How knowledge management is a main element of any improvement initiative

How the Deming Cycle is critical to both the implementation and application of CSI

How CSI can make effective use of the various aspects of service measurement

How CSI can be used to ensure good governance where goals are aligned and good management is achieved

How frameworks, models, standards and quality systems fully support the concepts embodied in CSI

3. Continual service improvement process

The seven step improvement process
- Purpose, objective, scope, value to business
- Policies, principles & basic concepts
- Process activities, methods & techniques
- Triggers, inputs, outputs & interfaces
- Critical success factors and Key performance indicators
- Challenges & risks

How other processes play key roles in the seven-step improvement process

4. Continual service improvement methods and techniques

When to use assessments and what to assess

How a gap analysis can provide insight into the areas that have room for improvement

Benchmarking

Service measurement

Metrics

Return on investment

Service reporting

How availability management techniques such as component failure impact analysis, fault tree analysis, service failure analysis, technical observation and the expanded incident lifecycle can be used by CSI

How capacity management techniques such as business, service and component capacity management, workload and demand management, and the iterative activities of capacity management can be used by CSI

How CSI needs to take IT service continuity management requirements into consideration and how CSI can use risk management to identify areas for improvement

How problem management supports the activities of CSI

How knowledge management supports CSI

5. Organizing for continual service improvement

Service owner

Process owner

Process manager

Process practitioner

CSI manager

The nature of the activities and the skills required for the seven-step improvement process

Comparing the CSI manager role with other relevant roles

How the responsibility model (RACI) can be used when defining roles and responsibilities in CSI

6. Technology Considerations

The technology and tools required and how these would be implemented and managed to support CSI activities such as performance

7. Implementing continual service improvement

Critical considerations and where to start

The role of governance to CSI

The effect of organizational change for CSI

A communication strategy and plan

8. Challenges, critical success factors and risks

Challenges facing CSI

The appropriate critical success factors for CSI

The risk associated with implementing CSI

9. Summary & directed studies

Review of key concepts

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+1 281 816 3008 (US) OR +91 80 6435 0979 (India)

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