

## ITIL® v3 Service Lifecycle Course – Continual Service Improvement (CSI)

The CSI course builds on the general principles covered as part of the ITIL® v3 Foundation course. It is intended for individuals who require a detailed understanding of the Continual Service Improvement phase of the ITIL® v3 Service Lifecycle and how it may be implemented to enhance overall service quality and service provision within an organization as an integral part of an overall business-focused Service Management framework.

### Course Duration

This is an intensive three-day course that includes the official APMG certification exam.

### What You Will Learn

The main focus of this course is on the managerial and control aspects of the CSI environment. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

- The Service Lifecycle and 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
- CSI Principles:  
Understand the common principles and guidelines that influence the performance of CSI processes, including: its relationships with organizational change and Service / Service Level Management; the criticality of the Deming Cycle; the importance of Knowledge Management and the use of internal and external Benchmarks; the role of good governance and the use of other frameworks, models, standards and quality systems
- CSI Processes & Activities:  
Understand in detail the processes and activities primarily involved in the CSI phase of the Service Lifecycle, including the 7-step improvement process; how CSI integrates with other phases of the Service Lifecycle; service measurement and reporting; the importance of defining metrics; the concept of ROI and establishing business cases; the relationships between CSI and other Service Management processes and the critical success factors and risks involved
- CSI Methods & Techniques:  
Understand the wide variety of methods and techniques that can be employed in the CSI phase of the Service Lifecycle and how benchmarking and gap analysis can provide insight into areas that have room for improvement
- Implementing CSI:  
Where to start, the role of governance, organizational change and the communication strategy and plan
- Technology for CSI:  
An overview of the use of tools and technology to support CSI and are critical for its success

This course immerses learners in the practical aspects of the Continual Service Improvement phase of the ITIL® v3 Service Lifecycle and intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course explores the CSI processes in support of ITSM. In doing that, the relationships to the other phases of the Service Lifecycle and the criticality of communication between the phases is detailed and emphasized.

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## Prerequisites

- The ITIL® v3 Foundation Certification in IT Service Management or the v2 to v3 Foundation Bridge equivalent.
- Two to four years of professional experience within Service Management as well as defined experience in at least one of the ITSM processes or functions are highly desirable.

## Student Responsibilities

The CSI course and exam are very challenging and it is therefore recommended that students complete at least 21 hours of personal study by reviewing the Continual Service Improvement publication prior to the course start and allow for a minimum of 90 minutes of study per evening during the course.

This ITIL® book is not included with the course but can be purchase from [orders@diymonde.com](mailto:orders@diymonde.com).

## Professional Qualification

This course forms part of the ITIL® v3 Intermediate qualification program.

Successfully passing the 90 minute in-class exam, consisting of eight (8) complex, multi-part, multiple-choice, scenario-based, gradient-scored questions leads to the ITIL® v3 Intermediate Service Lifecycle Certificate: Continual Service Improvement. The pass mark is 70% (28/40) or more.

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 Life Cycle are mandatory).

## Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. A copy of the ITIL® Key Element Guide for Continual Service Improvement will also be provided. All materials are distributed on the first day.