

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

Duration 4 Days

### COURSE DESCRIPTION

This 4-day course immerses learners in the overall concepts, processes, policies and methods associated with the Continual Service Improvement (CSI) phase of the Service Lifecycle. 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. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

### COURSE OBJECTIVES

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and CSI principles, purpose and objective
- Understanding how all CSI processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the CSI processes
- The roles and responsibilities within CSI and the activities and functions to achieve operational excellence
- How to measure CSI performance
- Understanding technology and implementation requirements in support of CSI
- The challenges, critical success factors and risks related with CSI

### AGENDA

- Introduction
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Organization for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementing Continual Service Improvement
- Challenges, Critical Success Factors and Risks
- Exam Preparation/Mock Exam
- Exam

### PREREQUISITES

Candidates for this course must:

- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

### CREDITS

- Upon successful passing of the ITIL CSI Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.



## WHO SHOULD ATTEND

The CSI Lifecycle course will be of interest to:

- Individuals who have their ITIL Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the CSI stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization.
- IT professionals working in or new to a CSI environment who require and understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification 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.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

## ABOUT THE EXAMINATION

- Evidence of ITIL Foundation Certificate and completion of CSI Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the CSI book in preparation for the examination.
- The syllabus can be downloaded from:  
<http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- 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.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration



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