

ITIL: Continual Service Improvement (CSI) - (Revision 1.6)

Course Overview

This hands-on course leads to a Certificate in ITIL Service Lifecycle Management - Continual Service Improvement. Upon successful completion, students can expect to gain competency in continual Service Improvement Principles, continual Service Improvement Processes, continual Service Improvement Methods and Techniques, continual Service Improvement technology related activities, organization and technology for Continual Service Improvement, and understanding Implementation approaches, challenges, and critical success factors & risks. The main focus is the Lifecycle itself, the use of process and practice elements used within it, and the management capabilities needed to deliver quality Service Management practices in an organization.

Course Outline

<u>Course Introduction</u>	3m
Course Introduction	
<u>Chapter 01 - Course Introduction</u>	13m
Lesson: Course Organization	
Welcome to the Course!	
Mentoring Community Introductions	
Why Are You Here?	
Using Bloom's Taxonomy	
What do you Expect?	
Housekeeping Online	
Lesson: Course Conventions & Agenda	
Conventions Used	
Quizzes & Exercises	
ITIL Qualification Scheme	
ITIL Lifecycle Exam	
Getting Started with an Online Class	
Chapter 01 Review	
<u>Chapter 02 - Continual Service Improvement</u>	44m
Lesson: Introduction to CSI	
CSI & the Service Lifecycle	
Managing Across the Lifecycle	
Purpose, Goals, & Objectives of CSI	
Scope of CSI	
Value of CSI	
Lesson: Principles of CSI	
Principles of CSI	
CSI Approach	
Business Questions for CSI	
CSI & Organizational Change	

Ownership
CSI Register
Drivers
Service Level Management
Knowledge Management
PDCA & Continual Improvement
Value of Benchmarking
Service Measurement
Baselines
Metrics & Measurement
7-Step Improvement Process
Governance
Frameworks, Models & Quality Systems
Role Definitions
Lesson: CSI Summary
Continual Service Improvement Summary
CSI Checkpoint
Chapter 02 Review

Chapter 03 - 7-Step Improvement Process

47m

Lesson: 7-Step Improvement Introduction

Introduction
Purpose, Goals & Objectives
Scope
Business Value
Policies, Principles & Concepts
Lesson: 7-Step Improvement Activities
7-Step, Activities, Methods & Techniques
Step 1 - Strategy for Improvement
Step 2 - Define Measurement
Step 3 - Gather Data
Step 4 - Process Data
Step 5 - Analyze Information & Data
Vision to Measurement
Step 6 - Present & Use Information
Service Level Agreement Monitoring Chart
Step 7 - Implement Improvement
Lesson: Lifecycle Integration
Lifecycle Integration
Financial Management
Service Level Management
Availability & Capacity Management
Security Management

Change Management
Incident Management & Service Desk
Problem Management
Metrics & Measures
Reporting Policy & Rules

Lesson: 7-Step Improvement Context

Relationships
Triggers, Inputs & Outputs
Information
Critical Success Factors
Challenges & Risks

Lesson: 7-Step Improvement Process Summary

7-Step Improvement Process Summary
Checkpoint
Chapter 03 Review

Chapter 04 - Reporting, Methods & Technology

1hr 3m

Lesson: Reporting & Measurement

Reporting & Measurements
Reporting
Service Measurement
Objectives
Measurement & Reporting Frameworks
Reporting Levels
Management Domains
Measurement Definition
Setting Targets
Process Measurements
Measurement Framework Grid
Scorecard & Reports
Return on Investment
CSI & Service Level Management

Lesson: CSI Methods & Techniques

Methods & Techniques
Assessment
Gap Analysis
Service Gap Model
Benchmarking
Measurement & Reporting Frameworks
Balanced Scorecard
S.W.O.T. Analysis
The Deming Cycle
Other Lifecycle Process & Methods

Availability
Capacity
Continuity Management
Problem Management
Change, Release & Deployment Management
Knowledge Management
Lesson: Technology for CSI
Tools & Technology
IT Service Management Suites
System & Network Management
Event Management
Incident/Problem Management
Performance Management
Statistical Analysis
Project & Portfolio Management
Financial Management
Business Intelligence Reporting
Lesson: Reporting, Methods & Technology Summary
Reporting, Methods & Technology Summary
Checkpoint
Chapter 04 Review

Chapter 05 - CSI Organization & Implementation

47m

Lesson: Organizing for CSI
Organizing CSI
Mapping Activities & Skills
Who Does What to Whom?
The RACI Model
Functional Role Analysis
Activity Analysis
Roles & Responsibility
Service Owner
Process Owner
Process Manager
Process Practitioner
CSI Manager
Lesson: Implementing CSI
Getting Started
Governance
CSI & Organizational Change
Communication Strategy & Plan
Roles & Inputs to CSI Approach
Challenges
Critical Success Factors
Risks
Lesson: CSI Technology & Implementation Summary

CSI Organization & Implementation Summary
Checkpoint
Chapter 05 Review

Total Duration: 3hrs 37m