

# ITIL® 2011 Edition Courses

## ITIL® 2011 Edition Continual Service Improvement

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#### *What You'll Learn*

- Aligning ITSM with business needs
- Key concepts of the Continual Service Improvement stage of the lifecycle, as well as the processes involved
- Inputs, outputs, principles, objectives and benefits of the stage and processes involved
- Methods and techniques for processes involved

#### Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Continual Service Improvement Intermediate exam.

#### *Audience*

Those individuals or groups who deliver or support IT services and want to improve IT services, processes and their quality through a service lifecycle framework.

#### *Prerequisite*

ITIL® 2011 Edition (V3) Foundation Certification; Basic IT competence with up to 2 years of experience; 21 self-study hours of the CSI Syllabus and its Core Book references



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# ITIL® 2011 Edition Courses

## ITIL® 2011 Edition Continual Service Improvement

*The Continual Service Improvement course provides the intermediate concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition Framework.*

### ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

### Introduction to Continual Service Improvement

Refresh of ITIL® 2011 Edition  
Review of Service Improvement  
Purpose/Objectives of CSI  
Value to Business  
CSI Approach  
CSI & the Service Lifecycle  
Inputs/Outputs

### CSI Principles

Success of CSI  
CSI Register  
CSI & SLM  
CSI & KM  
CSI & Deming  
CSI & Measurements  
CSI & Governance  
CSI Concepts

### 7-Step Improvement Process &

### CSI Integration

Purpose/Objectives  
Scope  
Value to Business  
Policies/Principles & Basic Concepts  
Process Activities  
Methods & Techniques  
Inputs/Outputs  
Influence on Processes

### CSI Methods & Techniques

Assessments  
Gap Analysis  
Benchmarking  
Service Measurement  
Metrics

### CSI Methods & Techniques (cont.)

Return On Investment Reporting  
Availability Mgmt  
Capacity Mgmt  
ITSCM  
Problem Mgmt  
KM

### Organizing for CSI

Owners, Managers & Practitioners  
CSI Manager  
Activities  
Relevant Roles  
RACIs

### Technology Considerations

### Implementing CSI

ITSM Suites  
Systems/Networks  
Event Mgmt  
Incident/Problem Mgmt  
Performance Mgmt  
Statistical Analysis  
Project & Portfolio  
IT Finances  
BI/Reporting

### Challenges, Critical Success

### Factors and Risks

Challenges  
CSFs  
Risks

### Summation & Review

\* Mgmt = Management