

Detailed Content of the ITIL® Continual Service Improvement Course

The course will cover the following topics:

Introduction

- Introduction to the ITIL Continual Service Improvement course
- Introduction to the IT Service Management course
- Introduction to the Continual Service Improvement phase

The principles of the Continual Service Improvement phase

- In which way the success of the Continual Service Improvement phase depends on the understanding of the changes within the organisation and clarity with regards to the responsibilities.
- In which way the management of the service levels and the management of knowledge influence and support the Continual Service Improvement phase
- How the Deming cycle works and how it is applied
- In which way the Continual Service Improvement phase is able to use the various aspects of service management
- Which situations require the use of the framework and the models.

The processes of the Continual Service Improvement phase

- What is the improvement process, in seven steps
- In which way the Continual Service Improvement phase can be integrated with the other Lifecycle phases
- In which way the other processes have a key role in the seven step improvement process

Methods and techniques for the Continual Service Improvement phase

- How to use the valuations
- How to use the benchmarking, the service measurements, the metrics, the service reporting, balanced scorecard and SWOT analysis included.
- How to create a return on your investment, create a business case and measure the benefits acquired
- In which way the Continual Service Improvement phase can use the availability, capability, IT service continuity and problem management techniques.

Organisation for the Continual Service Improvement phase

- The role of Continual Service Improvement phase manager, of service owner, service manager, of process manager and of process practitioner in the context of the Continual Service Improvement phase can be inserted into the organisation.
- How to design and use the RACI diagrams to support the Continual Service Improvement phase.

Reflections on the technology

- Technology and necessary tools and how they can be used and managed to support the activities of the Continual Service Improvement phase.

Execution of the Continual Service Improvement phase

- The execution of the Continual Service Improvement phase: strategy, planning, governance, communication, project management, workability and the management of the cultural and organisational changes.

Challenges, critical success factors and risks

Exam preparation

- Rules, information and best practice to pass the exam
- Mock exam (2 mock exams are provided)

Exam

- Execution of the ITIL Continual Service Improvement exam

For further information on this course, please visit our site by clicking on the following link:
<http://www.innovativelearning.it/index.php/en/it-service-management-en/itil-2/itilintermediatemenu-en/itil-service-lifecyclemenuitem-en/itil-continual-service-improvementmenuitem-en>