

## ITIL® Intermediate Qualification: Continual Service Improvement - 3 Days

### *Course 994 Overview*

- You Will Learn How To**
- Prepare for and take the ITIL Intermediate Qualification: Continual Service Improvement Certification Exam
  - Plan key activities for continual service improvement (CSI) processes in the context of the service lifecycle
  - Optimize the quality of IT service provision within an organization
  - Measure continual service improvement processes using critical success factors and key performance indicators
- Course Benefits** ITIL continual service improvement links improvement efforts and outcomes with service strategy, design, transition and operation. Successful implementation of CSI best practices enables IT departments to create and maintain value for customers through better design, introduction and operation of services. In this course, you learn how to plan, implement and optimize the CSI processes and gain the skills required to take the ITIL Intermediate Qualification: Continual Service Improvement Certification Exam.
- Who Should Attend** This course is valuable for those who want to achieve the ITIL Intermediate Qualification: Continual Service Improvement Certificate. The ITIL Foundation Certificate (or v2-v3 bridge equivalent), or the ITIL Expert Certificate achieved via a bridging route, is required to attend this course and take the ITIL Certification Exam on the final day.
- Workshop Course** Through activities, you gain knowledge of the continual service improvement processes. Workshops include:
- Gaining insight into the extent to which CSI is embedded in IT service management
  - Applying the seven-step improvement process
  - Creating a balanced scorecard
  - Building a template for a reporting policy

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## Course 994 Outline

### Introduction and Overview

#### Goals and scope of CSI

- The purpose and objectives of CSI
- Embedding CSI into organizational processes
- Explaining how CSI creates business value

#### CSI approach

- Asking the right business questions to ensure that a CSI initiative is warranted
- Illustrating the interfaces to other ITIL lifecycle stages

### Principles of Continual Service Improvement

#### Establishing accountability

- Defining unambiguous ownership and roles
- Supporting the application of CSI with the CSI register
- CSI and service level management

#### Providing adequate governance

- Knowledge management as a main element in any improvement initiative
- Implementing and applying CSI with the Deming Cycle
- Service measurement
- Ensuring effective governance with CSI
- Supporting CSI with frameworks, models, standards and quality systems

### The Seven-Step Improvement Process

#### Determining what to measure

- Defining what you should measure: measurements that fully support the goals of the organization
- Defining what you can measure
- Conducting gap analysis to identify what can be measured

#### Gathering the data

- Processing the data to provide end-to-end perspective on service and/or process performance
- Analyzing the data: targets met, developing trends, corrective actions required, cost to fix
- Presenting and using the information
- Implementing corrective actions
- Integrating CSI with the other lifecycle stages

### Methods and Techniques

### Activities for delivering CSI

- Performing a gap analysis
- Implementing benchmarking
- Designing and analyzing service measurement frameworks
- Creating a return on investment
- Articulating service reporting

### Key metrics

- Technology metrics
- Process metrics (CSFs and KPIs)
- Service metrics
- Initiating a SWOT analysis
- Measuring benefits to the business

### Supporting CSI activities

- Availability management
- Capacity management
- IT service continuity management
- Problem management
- Knowledge management

### Organization and Technology

#### Considerations

- Defining roles and responsibilities: service owner, process owner, process manager, process practitioner
- Choosing organizational structures that support CSI
- Specifying tool requirements for implementation success
- Automated incident and problem resolution
- Statistical analysis tools and business intelligence and reporting

### Implementing Continual Service Improvement

#### Key considerations

- Analyzing where to start
- Relating the role of governance
- Determining the effect of organizational change
- Constructing a communications strategy and plan

#### Implementation challenges and risks

- Establishing critical success factors and KPIs
- Developing risk-benefit analyses for adoption of continual service improvement