

ITIL® Intermediate Training - Continual Service Improvement

The ITIL® Intermediate Continual Service Improvement training course is part of the ITIL Service Life Cycle stream, and will be of useful to delegates that wish to concentrate on the use of process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

Objective

Upon completion of this ITIL® Intermediate Continual Service Improvement course you will be able to:

- Understand the importance of Service Management as a Practice
- Understand CSI Principles and Processes
- Carry out common CSI activities
- Organise CSI effectively
- Recognise CSI functions and technology-related activities
- Understand how to implement CSI
- Understand and analyse challenges, Critical Success Factors and risks related to CSI

Details

Duration: 3 Days

Course PreRequisites

Before attending this course you must hold a valid [ITIL Foundation Certificate](#).

Course Content

Modules:

- 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
- Critical Success Factors and Risks

