



ITIL Continual Service Improvement Course Outline



SPARTAN
Allied Services

Deliver Results - Create Value

Program Overview

The ITIL Framework is a source of good practice in service management. ITIL is used by organisations world-wide to establish and improve capabilities in service management. Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specializations in strategy, design, transition, operation and continual service improvement. The capabilities represent a service organisation's capacity, competency and confidence for action. The act of transforming resources into valuable services is at the core of service management. Without these capabilities, a service organisation is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

The ITIL Lifecycle in Continual Service Improvement Certificate is one of five courses that fit into the lifecycle stream of the ITIL certification. This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this course, in support of the Service Management lifecycle.

Duration

4- Day Program

Learning Objectives

At the end of this training, participants should be able to understand:

- How to use the Continual Service Improvement Approach
- Key activities of the Seven-Step Improvement Process
- How to identify critical success factors, risks and challenges
- Measuring and reporting frameworks such as Balanced Scorecard and SWOT analysis
- Importance of Knowledge Management and Service Level Management in continual service improvement
- Creating Return on Investment
- Key measurements and service reporting
- Roles and responsibilities to support the improvement process
- Technology and implementation considerations for Continual Service Improvement

Target Audience

- Individuals who require a detailed understanding of the ITIL Continual Service Improvement phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation.
- IT professionals working within or about to enter a Continual Service Improvement environment and requiring a detailed understanding of the processes, functions and activities involved.
- Individuals seeking the ITIL Expert in IT Service Management for which this qualification is one of the prerequisite modules.
- Individuals seeking progress towards the ITIL Master if IT Service Management for which the ITIL Expert is a prerequisite.

Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles and Process
- Continual Service Improvement Methods and Techniques
- Organisation for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation Considerations
- Critical success factors and risk involved in Continual Service Improvement

Examination

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. The pass mark is 28 marks from 40 (70%).

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management

Why Choose SAS Management Inc.

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

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