

ITIL® Lifecycle: Continual Service Improvement



Duration: 3 Days

The ITIL Lifecycle: Continual Service Improvement is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream and one of the modules that leads to ITIL Expert Certification.

ALC offers the full range of ITIL Intermediate certificate courses – Capability, Lifecycle and Managing Across the Lifecycle.

Who Should Attend

The course is designed for, but is not restricted to:

- CIOs, CTOs, managers,
- Supervisory staff, team leaders,
- Designers, architects, planners,
- IT consultants, IT audit managers, IT security managers

Learning Outcomes

Candidates can expect to have an understanding of the following;

- Develop a consultative approach to your work that is both systematic and effective
- More successfully drive and influence internal projects and initiatives for improved outcomes
- Management and control of all Service Design activities Continual Service Improvement principles
- Continual Service Improvement process
- Continual Service Improvement methods and techniques
- Organisation for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation for Continual Service Improvement
- Critical success factors and risks

Course Contents

1. Introduction to Continual Service Improvement

- The purpose and objectives of Continual Service Improvement
- The scope of Continual Service Improvement
- The approach to Continual Service Improvement
- The interfaces with other ITIL Lifecycle stages

2. Continual Service Improvement Principles

- How the success of CSI depends upon an understanding of change upon an Organisation
- How CSI drives the adoption of, and is influenced by, Service Level Management
- How the Deming Cycle is critical to both the implementation and application of CSI
- How CSI can make effective use of the various aspects of Service Measurement
- How Knowledge Management is a mainstay of any improvement initiative
- How CSI can make effective use of internal and external Benchmarks

3. Continual Service Improvement Process

- The 7-step improvement process
- How CSI integrates with the other stages in the Service Lifecycle
- Service Reporting and articulate reporting policies and rules
- Service Measurement
- The importance of properly defining metrics and measurements
- The concept of return on investment for CSI
- The various business questions for CSI
- The relationship between CSI and Service Level Management

4. Continual Service Improvement Methods and Techniques

- What to assess and when to use assessments
- How a gap analysis can provide insight into the areas that have room for improvement
- Benchmarking

- The Deming Cycle and its uses for service improvement
- The relationships and interfaces between CSI and the other service management processes
- How availability management techniques such as CFIA, FTA, FSA, TO and the expanded Incident Lifecycle can be used by CSI

5. Organisation for Continual Service Improvement

- The nature of the activities and the skills required for the 7-step improvement process
- The responsibilities, skills and competencies for:- Service Manager- CSI Manager- Service Owner
- How authority matrices (RACI) can very used when defining communication procedures in the CSI process

6. Technology for Continual Service Improvement

- IT service management suites
- System and network management
- Event management
- Automated incident/problem resolution
- Performance management
- Statistical analysis tools
- Project and portfolio management
- Business intelligence reporting

7. Implementing Continual Service Improvement

- Where to start
- The role of governance to CSI
- The effect of organisational change
- Communications strategy and plan

8. Critical Success Factors and Risks

- The effects on an organisation of the challenges facing Continual Service Improvement
- The appropriate critical success factors for Continual Service Improvement
- The potential impact if the risks associated with implementing CSI
- The potential value to business, benefits and costs

9. Summary and Exam Preparation

This unit will summarise the material covered in the previous units and prepare delegates for the examination.

