

ITIL V3 Intermediate In Continual Service Improvement

ITIL V3

The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT service management in the world. ITIL® is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Course Objective

This qualification presents a complete overview of Continual Service Improvement including all its related activities: Continually align and realign IT services to changing business needs by identifying and implementing improvements to IT services that support business processes. This qualification reviews improvement activities as they support the lifecycle approach through Service Strategy, Service Design, Service Transition and Service Operation.

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Organization for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation Considerations
- Critical success factors and risks

In addition, the training for this certification should include examination preparation, including a mock examination opportunity

Pre-requisites

Delegates must already hold the ITIL® V3 Foundation or V2 Foundation plus the Foundation Bridge Certificate.

It is expected that individuals demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment.

Who should take this course

The course covers the management-level concepts of Continual Service Improvement and core information of the supporting activities within Continual Service Improvement, but not the detail of each of the supporting processes.

The main target candidate for the ITIL Intermediate Qualification: Continual Service Improvement

Certificate includes, but is not restricted to:

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers

Certificate Of Attendance

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance

➤ IT security managers

Training Methodology & Materials

- This is an intensive four-day course which includes the ITIL® V3 Service Operation examination which takes place on the final day.

Training Duration

Full-Time : 4 days
Time : 9.30am-5.30pm

Course + Exam Training Fee

Course Fee(including exam) : S\$2899

DETAILED COURSE OUTLINE

Upon successful completion of this course delegates will be able to demonstrate competencies in the following:

Learning Unit CSI01: Introduction to Continual Service Improvement

Bloom's Level 2 Objectives – Full understanding of Continual Service Improvement terms and core concepts

- The Service Gap Model, how Service Level Management contributes to the management of gaps and how a Service Improvement Programme can be utilized
- The 7-Step Improvement process used in the Continual Service Improvement
- The processes and service lifecycle stages that Continual Service Improvement interfaces with
- The fundamental aspects of Continual Service Improvement and be able to define them

Learning Unit CSI02: Continual Service Improvement Principles

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- How Service Level Management supports Continual Improvement, providing details and examples related to use of Service Level Agreements, Operational Level Agreements and Underpinning Contracts
- How the complete Deming Cycle works and how it can be applied to a real world example
- What role benchmarking plays in Continual Service Improvement and the interaction it has with governance
- What situations require the use of frameworks and models and examples how each type can be used to achieve improvement

Learning Unit CSI03: Continual Service Improvement Process

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- What the 7-Step Improvement process is, how each step can be applied and the benefits it produces
- The use and interaction of all other lifecycle stages and activities that contribute to Continual Service Improvement
- The benefits and differences between the types of metrics (i.e. Technology, Process and Service) and how each is used to support Continual Service Improvement
- The differences between the Technology Domain and the Service Management Domain, and how each is viewed by Continual Service Improvement

Learning Unit CSI04: Continual Service Improvement Methods and Techniques

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- How Availability Management techniques such as Component Failure Impact Analysis, Fault Tree Analysis are used to support Continual Service Improvement
- How Capacity, Problem, Risk and IT Service Continuity Management can all be used holistically to support Continual Service Improvement
- When and where to use benchmarking, Balanced Scorecards and SWOT (Strength, Weakness Opportunity Threat) analysis

Learning Unit CSI05: Organization for Continual Service Improvement

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- How to design, implement and populate a RACI (Responsible, Accountable, Consulted, Informed) diagram as well as how to use it to support Continual Service Improvement
- The Continual Service Improvement related roles and responsibilities such as Service Manager, Continual Service Improvement Manager and Service owner and provide examples of how they can be positioned within an organization

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Learning Unit CSI06: Technology for Continual Service Improvement

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The technology and tools required, as well as, how these would be implemented and managed, to support Continual Service Improvement activities such as Performance, Project and Portfolio Management as well as Service Measurement and Business Intelligence reporting

Learning Unit CSI07: Implementing Continual Service Improvement

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Continual Service Improvement implementation: Strategy, planning, governance, communication, project management, operation as well as how to deal with cultural and organizational change
- The day-to-day concerns, support and operations of a large corporate Continual Service Improvement group

Learning Unit CSI08: Critical Success Factors and Risks

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The challenges and risks such as staffing, funding, management, etc., which can be related to Continual Service Improvement and the details behind how each challenge can be addressed
- The Critical Success Factors related to Continual Service Improvement as well as how to measure and monitor them

ITIL Intermediate Certification – Operation Support & Analysis (OSA)

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