

## ITIL® Intermediate Lifecycle: Continual Service Improvement

### Overview

The ITIL Intermediate certificate in Continual Service Improvement (CSI) is a course that can be run over three or four days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Continual Service Improvement phase of the Service Lifecycle, aligned to the current version, ITIL: 2011. Delegates will also prepare for and sit a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the final day.

### Target Audience

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management. The Continual Service Improvement Qualification would most likely suit the following candidates:

- Chief Information Officers
- Chief Technology Officers
- General IT Management
- Supervisor staff
- Team leaders
- Designers
- Architects
- Planners
- IT consultants
- IT audit managers
- IT security managers
- IT professionals involved in continual service improvement

The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

### Course Objectives

The purpose of the ITIL Intermediate certificate in Continual Service Improvement is to certify that the delegate has gained a thorough and detailed knowledge of the improvement principles, advanced concepts, and has comprehended the essential management requirements for practices in this phase of the Service Management Lifecycle. When the delegate has completed this course, they should be confident in their ability to approach core continual improvement activities, such as:

- Learn how measurement leads to understanding which leads to improvement
- Learn how to apply the key lessons and structures of the service improvement process
- Effectively use Management Information to support proactive decision-making
- Utilise analysis to identify improvement opportunities without implementing a

[Register Online](#)

Schedule

Class Length: 4 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"  
ILT = "Instructor-Led-Training"

*This course is not currently available on the public schedule. Please contact us using the information in the footer below to inquire about future dates or to schedule a private class.*

full CSI practice

Map key component measures and process activities to Key Performance

Indicators to high level goals to determine how value is delivered

Utilise service reporting to support strategic, tactical and operational decision making

Utilise key CSI principles to develop an economical improvement program

Understand the key role of technology in any improvement program

Master the key CSI methods and techniques to improve any IT operation

Balance the Critical Success Factors with known risks for improvement

## Course Outline

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**Please contact the center for outline details**