

Course overview

ITIL Continual Service Improvement (HF441)



This 3 day course offers training towards a free-standing Continual Service Improvement qualification, but is also one of the Lifecycle modules leading to the ITIL Expert qualification. The course covers all aspects of Continual Service Improvement and is based upon the ITIL v3 core book of the same name.

Audience

The main target group for the ITIL Intermediate Qualification: Continual Service Improvement includes, but is not restricted to, CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

- Individuals who require a detailed understanding of the ITIL Continual Service Improvement phase of the core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.

The course covers the management and control of the activities and techniques within the Continual Service Improvement stage, but not the detail of each of the supporting processes.

- 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

This course may also be of interest to:

- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.

Prerequisites

- ITIL® V3 Foundation Certificate in IT Service Management

Demonstrate between 2 and 4 years of professional experience in the ITSM market place.

Hold one or more of the following certificates:

- ITIL® V2 - V3 Foundation Bridge Certificate

It is assumed that participants will have read the following ITIL Service Management Practices core lifecycle publications:

- Service Strategy
- Service Design
 - Examination candidates should be aware that at least 21 hours of personal study are required.
- Service Transition
- Service Operations
- Continual Service Improvement

Course Objective

Following the completion of this course, the candidate will know:

- The importance of Service Management as a Practice concept and Continual Service Improvement Principals, Purpose and Objective
- How all processes in ITIL Continual Service Improvement interact with other Service Lifecycle Processes

Participants will also gain the knowledge necessary to prepare for the “ITIL Certificate in Continual Service Improvement” examination from EXIN, ISEB or APM Group. This certificate is worth 3 credits in the ITIL Version 3 Qualification Scheme.

- The sub-processes, activities, methods and functions used in each of the ITIL Continual Service Improvement processes
- The roles and responsibilities within ITIL Continual Service Improvement and the activities and functions to achieve Service Improvement excellence
- Technology and implementation considerations surrounding ITIL Continual Service Improvement
- Challenges, Critical Success Factors and Risks associated to ITIL Continual Service Improvement

Benefits to You

- Identify the ITIL lifecycle and the fundamental processes involved in Continual Service Improvement and how to integrate them into your business' IT service model
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency

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Course Title: ITIL Continual Service Improvement

HP Product Number: HF441

Category/Subcategory: ITIL/ITSM

Course Length: 3 days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: Other modular courses covering ITSM Lifecycle stream or Capability stream leading to the ITIL Expert in IT Service Management Certificate

Detailed Course Outline

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Processes
- Methods and Techniques used in Continual Service Improvement
- Organization for Continual Service Improvement
- Continual Service Improvement Technology
- Implementing Continual Service Improvement
- Critical success factors and risks associated with Continual Service Improvement
- Revision and Mock Examination
- Formal Examination

This is a closed book complex graded multiple-choice examination with 8 questions to answer in 90 minutes. Students must get 70% correct in order to pass. Exam can be taken with APMG, EXIN or ISEB

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