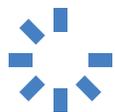# ITIL® Intermediate Continual Service Improvement (CSI) Certification Boot Camp - Brochure

Gain Knowledge to Align IT Services to Business Needs

The Importance of ITIL®

As the world's most widely used IT Service Management (ITSM) framework, ITIL (Information Technology Infrastructure Library) has a reach that spreads across industry verticals and types of organizations. Based on global best practices, ITIL provides tools and processes through which enterprises and public sector organizations are enabled to maximize value and provide high quality services. Productivity, cost efficiencies and customer experience are all favorably impacted by employing the ITIL methodology.

Key Benefits of ITIL for Businesses

- Supports business results

- Enables and facilitates the process of business change

- Improves customer experience

- Facilitates the management of risk

- Optimizes return on investment and value of services

- Shows a path for continual service improvement

Did You Know?

There is a growing Importance of ITIL in non-IT business functions as well. In a global survey of 1197 respondents, 64% of organizations using service management in non-IT areas said they are using ITIL.

Source: *itSMF USA*

About ITIL Intermediate CSI Certification Boot Camp Course

The ITIL Service Lifecycle approach is divided between five core publications, each of which represents a lifecycle stage:

- ITIL Service Strategy **(SS)**
- ITIL Service Design **(SD)**
- ITIL Service Transition **(ST)**
- ITIL Service Operation **(SO)**
- ITIL Continual Service Improvement **(CSI)**

As one of the qualifications in the ITIL Service Lifecycle stream, ITIL Intermediate Continual Service Improvement (CSI) puts the focus on how enterprises and individuals can review the products and services that they have produced following the strategy, design, transition and operation stages of the ITIL Service Lifecycle. It includes guidance on the tools and technology that can be used to support CSI activities as well as how to evaluate risks and take into account critical success factors.

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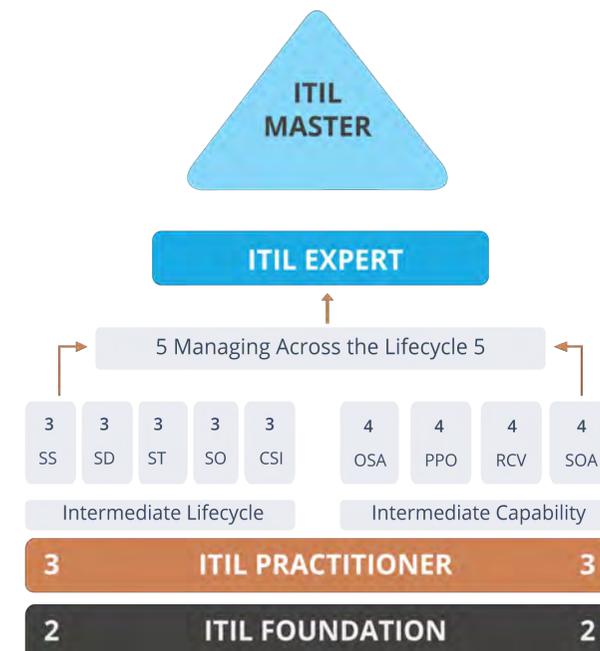
About Invensis Learning

Invensis Learning is a pioneer in providing globally-recognized certification training courses for individuals and enterprises worldwide. Our training methodology coupled with high quality courseware have enabled organizations to achieve high-impact learning with increased knowledge, competence, and performance.

We offer courses in various categories such as Project Management, IT Service Management, IT Security and Governance, Quality Management, Agile Project Management, DevOps, and Cloud Courses. We have trained 10000+ professionals worldwide and are a trusted partner for Fortune 500 companies, small and medium businesses, and government organizations to deliver globally-recognized training and certification programs. Invensis Learning certification training programs are adhered to global standards such as PMI, TUV SUD, AXELOS, ISACA, DevOps Institute, and PEOPLECERT.

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- PEOPLECERT Accredited Training Organization, A.T.O. ID is 2778
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- Expert trainers with international training and consulting experience
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- Full-length practice tests with answers and explanations for each question
- Interactive and engaging learning sessions that maximize your learning outcomes
- Instructor-led classroom trainings that are always on schedule
- 21 Contact Hours / PDUs certificate provided
- Intensive, weekend-based training programs
- Classes across 108+ locations worldwide

Why Get ITIL Intermediate (CSI) Certified

Learn new techniques

By taking up our certification training program, you will gain in-depth knowledge about Continual Service Improvement principles, techniques and relationships, and will learn how to interpret and analyze them. You will understand how to apply what you learn in the subject matter in your day to day job role in IT Service Management.

Gain a holistic view of the Service Lifecycle

In order to understand the functioning of the Service Lifecycle as a whole, knowledge of Continual Service Improvement is vital. The module explains how IT service can be improved upon by spotting possible enhancements to the services offered by a business. More precisely, CSI looks for ways to increase the value, efficiency and success of IT services.

Enhance work performance

The ITIL Intermediate CSI module will educate you about principles, processes, technology-related activities, implementation, improvement opportunities, challenges, risk management and success factors. With this knowledge, you can considerably improve your contribution in your current ITSM job role.

Move forward towards ITIL Expert

The three credits associated with ITIL Intermediate Continual Service Improvement certification can be used for making the required 17 for ITIL Managing Across the Lifecycle (MALC) and the required 22 for ITIL Expert. These higher level certifications require a broader, balanced perspective of ITIL and are assigned considerable value by employers for senior management roles.

Become a global ITSM professional

The ITIL Intermediate CSI qualification is globally recognized and will help you to capitalize on rewarding career opportunities. The credential puts a spotlight on your resume and potential recruiters attach considerable value to it.

Who Will Benefit from ITIL CSI Certification

- Chief Information Officers **(CIOs)**
- Chief Technology Officers **(CTOs)**
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT service continuity managers
- IT operations managers
- Release managers
- Database administrators
- Change owners
- ITSM trainers
- IT professionals
- Individuals seeking the ITIL Expert and Master certificates

Did You Know?

The highest average annual salary for ITIL Intermediate certified professionals can go up to ~USD 156,000 in the USA, ~USD 130,000 in the UK, ~USD 118,000 in Australia, and ~USD 100,000 in the UAE (as on January 31, 2015).

Source: www.payscale.com

About ITIL Intermediate CSI Exam

Eligibility Criteria

- You must have achieved ITIL Foundation Certificate in IT Service Management
- You must have successfully completed an accredited course for the module from an Accredited Training Organization (ATO)
- Basic IT literacy and around 2 years of IT experience are recommended

Exam Format

- 8 complex multiple-choice, scenario-based questions
- Exam Duration: 90 minutes (one and half hours)
- Pass Score: 28 marks (out of 40 available), equivalent to 70%
- Closed book

Syllabus of ITIL Intermediate CSI Boot Camp Course

1. **Introduction to Continual Service Improvement**

*   Purpose, objectives, scope and value to business
*   The context of Service Transition in ITIL Service Lifecycle
*   The approach to CSI
*   The business question to be asked to ensure that a CSI initiative is warranted
*   The context of CSI in the ITIL Service Lifecycle
*   The inputs and outputs to CSI

2. **Continual Service Improvement Principles**

*   How the success of CSI depends upon an understanding of change within an organization
*   How success of CSI depends upon a clear and unambiguous ownership and accountability
*   How CSI register supports the application of CSI
*   How CSI drives the adoption of, and is influenced by service level management
*   How knowledge management is a main element of any improvement initiative
*   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 CSI can be used to ensure good governance where goals are aligned and good management is achieved
*   How frameworks, models, standards and quality systems fully support the concepts embodied in CSI

3. **Continual Service Improvement Principles**

*   The seven step improvement process

- Purpose, objective, scope, value to business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, Inputs, outputs and interfaces
- Critical success factors and key performance indicators
- Challenges and risks
- How other processes play key roles in the seven step improvement process

4. Continual Service Improvement Methods and Techniques

- When to use assessments and what to assess
- How a gap analysis can provide insight into the areas that have room for improvement
- Benchmarking
- Service measurement
- Metrics
- Return on investment
- Service Reporting
- How problem management supports the activities of CSI
- How knowledge management supports CSI

5. Organizing for Continual Service Improvement

- Service Owner
- Process Owner
- Process Manager
- Process Practitioner

- CSI Manager
- The nature of the activities and the skills required for the seven step improvement process
- Comparing the CSI Manager role with other relevant roles
- How the responsibility model (RACI) can be used when defining roles and responsibilities in CSI

6. Technology Considerations

7. Implementing Continual Service Improvement

- Critical considerations and where to start
- The role of governance to CSI
- The effect of organizational change for CSI
- A communication strategy and plan

8. Challenges, Critical Success Factors and Risks

- Challenges facing CSI
- The appropriate critical success factors for CSI
- The risk associated with implementing CSI

9. Summary and Directed Studies

- Review of Key Concepts

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