

CONTINUAL SERVICE IMPROVEMENT INTERMEDIATE ONLINE TRAINING OUTLINE

CSI Intermediate Online Training Covers the following topics:

1. Introduction
 - a. Overview
 - b. Context
 - c. ITIL in relation to other publications in the Best Management Practice portfolio
 - d. Why is ITIL so successful?
 - e. Chapter Summary
2. Service Management as a practice
 - a. Services and service management
 - b. Basic concepts
 - c. Governance and management systems
 - d. The service lifecycle
3. Continual service improvement principles
 - a. Continual service improvement approach
 - b. CSI and organizational change
 - c. Ownership
 - d. CSI register
 - e. External and internal drivers
 - f. Service level management
 - g. Knowledge management
 - h. The Deming cycle
 - i. Service measurement
 - j. IT governance
 - k. Frameworks, models, standards and quality systems
 - l. CSI inputs and outputs
4. Continual service improvement processes
 - a. The seven-step improvement process
5. Continual service improvement methods and techniques
 - a. Methods and techniques
 - b. Assessments
 - c. Benchmarking
 - d. Service measurement
 - e. Metrics
6. Organizing for continual service improvement
 - a. Organizational development
 - b. Functions
 - c. Roles
 - d. Customer engagement
 - e. Responsibility model – RACI

- f. Competence and training
- 7. Technology considerations
 - a. Tools to support CSI activities
 - b. Summary
- 8. Implementing continual service improvement
 - a. Critical considerations for implementing CSI
 - b. Where do I start?
 - c. Governance
 - d. CSI and organizational change
 - e. Communication strategy and plan
 - f. Summary
- 9. Challenges, risks and critical success factors
 - a. Challenges
 - b. Critical success factors
 - c. Risks
 - d. Summary