

ITIL v3 Intermediate Lifecycle Module Continual Service Improvement

Days of Training: 4

Overview

Participants will learn the principles and core elements along with the activities and technology & implementation considerations within the Service Transition stage of the Service Lifecycle. This lifecycle stage focuses on putting services into operation without disruptions to the business.

Prerequisites

ITIL v3 Foundation

Learning Objectives

At the end of this course, you will learn:

- The purpose and objectives of Continual Service Improvement
- How Continual Service Improvement integrates with the stages in the Lifecycle
- How Continual Service Improvement depends upon an understanding of change within an organization
- The nature of the activities and the skills required for the 7 step improvement process
- How tools can assist some or all of the activities in the Continual Service Improvement process
- The effects on an organization of the challenges facing Continual Service Improvement

Lesson 1: Course Introduction

- Purpose and objectives of Continual Service Improvement
- Scope of Continual Service Improvement
- Approach to Continual Service Improvement
- Interfaces with other ITIL Lifecycle stages

Lesson 2: Principles

- How the success of CSI depends upon an understanding of change upon an organization
- How CSI drives the adoption of, and is influenced by, Service Level Management
- How the Deming Cycle is critical to both the implementation and application of CSI
- Effective use of the various aspects of Service Measurement
- Knowledge Management and improvement initiatives
- CSI and 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

Lesson 3: Processes

- The 7-step improvement process.
- How CSI integrates with the other stages in the Service Lifecycle
- Service Reporting and articulate reporting policies and rules
- Service Measurement
- The importance of properly defining metrics and measurements
- The concept of Return on Investment for CSI and how to create a return on investment, establish a business case and measure the benefits achieved
- The various Business questions for CSI
- The relationship between CSI and Service Level Management

Lesson 4: Methods & Techniques

- What to assess and when
- Using gap analysis to identify areas with room for improvement
- Benchmarking
- Measuring and Reporting frameworks such as the BSC and SWOT analysis
- The Deming Cycle
- The relationships and interfaces with other service management processes
- Effective use of availability management techniques by CSI
- Effective use of capacity management techniques by CSI
- ITSCM requirements and using Risk Management to identify areas for improvement
- Support from Problem management

Lesson 5: Organization

- The nature of the activities and the skills required for the 7-step improvement process
- The responsibilities, skills and competencies for:
 - Service Manager
 - CSI Manager
 - Service Owner
- How authority matrices (RACI) can very used when defining communication procedures in the CSI process

Lesson 6: Technology Considerations

- How the following tools can be used to assist some or all of the activities of the Continual Service Improvement process
- IT service management suites
- System and network management
- Event management
- Automated Incident/Problem resolution
- Performance Management
- Statistical Analysis tools
- Project and Portfolio Management
- Financial management
- Business Intelligence reporting

Lesson 7: Implementation & Improvement

- Where to start
- The role of Governance to CSI
- The effect of Organizational Change for CSI
- A Communications strategy and Plan

Lesson 8: Challenges, Critical Success Factors And Risks

- The effects on an organization of the challenges facing Continual Service Improvement
- The appropriate critical success factors for Continual Service Improvement
- The potential impact if the risks associated with implementing CSI
- The potential value to business, benefits and costs

Lesson 9: Exam Preparation

- Sample Exams
- Feedback
- Recap