Training Program

ITIL® 2011 INTERMEDIATE CONTINUAL PROCESS IMPROVEMENT

Knowledge

Talent

Skills

TRAINING EXCELLENCE

Performance

Real Life Experience

APEX
GLOBAL

APEX Global Corporation

Introduction 〉

Overview

Learn to manage and control the activities and techniques within the ITIL continual service improvement stage.

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the continual service improvement (CSI) phase of the service lifecycle. You will learn about managing and controlling the activities and techniques within the CSI stage, not the details of each of the supporting processes. This course includes lecture, exercises, and scenario-based on real life situation to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.

Duration
4 – days workshop

Prerequisite for International certificate

Program Objectives 〉

Learning Objective
What You'll Learn
- ❖ Service management as a practice and CSI principles, purpose, and objective
- ❖ How all CSI processes interact with other service lifecycle processes
- ❖ Sub-processes, activities, methods, and functions used in each of the CSI processes
- ❖ Roles and responsibilities within CSI and the activities and functions to achieve operational excellence
- ❖ How to measure CSI performance
- ❖ Technology and implementation requirements in support of CSI
- ❖ Challenges, key performance indicators (KPIs), critical success factors (CSFs), and risks related with CSI

Target Audience
Who Needs to Attend
- ❖ IT operations, technical, or IT management personnel requiring more information about ITIL best practices
- ❖ Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Training Content ❯

Module 1: Introduction to ITIL Continual Service Improvement

Goals and scope of CSI
- ❖ The purpose and objectives of CSI
- ❖ Embedding CSI into organizational processes
- ❖ Explaining how CSI creates business value

CSI approach
- ❖ Asking the right business questions to ensure that a CSI initiative is warranted
- ❖ Illustrating the interfaces to other ITIL lifecycle stages

Module 2: Principles of Continual Service Improvement

Establishing accountability
- ❖ Defining unambiguous ownership and roles
- ❖ Supporting the application of CSI with the CSI register
- ❖ CSI and service level management

Providing adequate governance
- ❖ Knowledge management as a main element in any improvement initiative
- ❖ Implementing and applying CSI with the Deming Cycle
- ❖ Service measurement
- ❖ Ensuring effective governance with CSI
- ❖ Supporting CSI with frameworks, models, standards and quality systems

Module 3: The Seven-Step Improvement Process

Determining what to measure
- ❖ Defining what you should measure: measurements that fully support the goals of the organization
- ❖ Defining what you can measure
- ❖ Conducting gap analysis to identify what can be measured

Gathering the data
- ❖ Processing the data to provide end-to-end perspective on service and/or process performance
- ❖ Analyzing the data: targets met, developing trends, corrective actions required, cost to fix
- ❖ Presenting and using the information
- ❖ Implementing corrective actions
- ❖ Integrating CSI with the other lifecycle stages

Module 4: Methods and Techniques

Activities for delivering CSI
- ❖ Performing a gap analysis
- ❖ Implementing benchmarking
- ❖ Designing and analyzing service measurement frameworks
- ❖ Creating a return on investment
- ❖ Articulating service reporting

Key metrics
- ❖ Technology metrics
- ❖ Process metrics (CSFs and KPIs)
- ❖ Service metrics
- ❖ Initiating a SWOT analysis
- ❖ Measuring benefits to the business

Supporting CSI activities
- ❖ Availability management
- ❖ Capacity management
- ❖ IT service continuity management
- ❖ Problem management
- ❖ Knowledge management

Module 5: Organization and Technology Considerations

- ❖ Defining roles and responsibilities: service owner, process owner, process manager, process practitioner
- ❖ Choosing organizational structures that support CSI
- ❖ Specifying tool requirements for implementation success
- ❖ Automated incident and problem resolution
- ❖ Statistical analysis tools and business intelligence and reporting

Module 6: Implementing Continual Service Improvement

Key considerations
- ❖ Analyzing where to start
- ❖ Relating the role of governance
- ❖ Determining the effect of organizational change
- ❖ Constructing a communications strategy and plan

Implementation challenges and risks
- ❖ Establishing critical success factors and KPIs
- ❖ Developing risk-benefit analyses for adoption of continual service improvement

Key Features

- 32 hours of high quality learning
- Quizzes in the end of each chapter
- 4 Real life exercises and case study
- Learn from experience and passionate trainers
- Quick reference card, toolkits

- Course completion exams
- Apply the knowledge and technique to handle the role
- Invited to our professional community
- Certificate of Completion

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