

ITIL® Lifecycle Certificate in Continual Service Improvement

Learn via: **Classroom / Virtual Classroom / Online**

Duration: **3 Day**

Overview

The ITIL Lifecycle in Continual Service Improvement Certificate is one of five courses that fit into the lifecycle stream of the ITIL certification. This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this course, in support of the Service Management lifecycle.

Prerequisites

You will receive electronic pre-course reading. Delegates should spend a minimum half an hour reviewing the document and are encouraged to explore all of the links provided for further reading. Success on the course will be enhanced by candidates spending at least 12 hours on reviewing their ITIL Foundation material prior to attending one of the ITIL Intermediate courses

Possession of one of the following is mandatory. Proof of prerequisites **MUST** be produced on the day of the exam to the trainer.

- ITIL v3, 2011 or v4 Foundation.
- ITIL v2 Foundation and v2/v3 Foundation Bridge.

Acceptable forms of prerequisite confirmation are as follows:

- A copy of the candidates examination certificate
- Confirmed entry in the AXELOS Successful Candidate Register. You will need to provide the full SCR number (registration/candidate number located on your certificate).

Who Should Attend

- Individuals who require a detailed understanding of the ITIL Continual Service Improvement phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation.
- 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.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.

Outline

The course is comprised of lecture sessions, facilitated assignments and exercises and a practice examination and covers the following topics

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles and Process
- Continual Service Improvement Methods and Techniques
- Organisation for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation Considerations
- Critical success factors and risk involved in Continual Service Improvement.

The ITIL Framework is a source of good practice in service management. ITIL is used by organisations world-wide to establish and improve capabilities in service management. Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specializations in strategy, design, transition, operation and continual service improvement. The capabilities represent a service organisation's capacity, competency and confidence for action. The act of

transforming resources into valuable services is at the core of service management. Without these capabilities, a service organisation is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

Examination:

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. The pass mark is 28 marks from 40 (70%).

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