

## ITIL® Service Lifecycle - Continual Service Improvement

Duration: 3 days

### Overview:

ITIL® provides businesses with a customisable framework of best practices to achieve quality service and overcome difficulties associated with the growth of IT systems. This hands-on course leads to a Certificate in ITIL® Service Lifecycle Management - Continual Service Improvement. Upon successful completion, students can expect to gain competency in continual Service Improvement Principles, continual Service Improvement Processes, continual Service Improvement Methods and Techniques, continual Service Improvement technology related activities, organisation and technology for Continual Service Improvement, and understanding. Implementation approaches, challenges, and critical success factors and risks. The main focus is the Lifecycle itself, the use of process and practice elements used within it, and the management capabilities needed to deliver quality Service Management practices in an organisation.

### Prerequisites:

Before attending this course, students must have attended and achieved the ITIL® Foundation and Exam qualification. Proof will need to be provided before attending the course.

### Course Introduction

- Course Introduction

### Module 1: Course Introduction

#### Lesson 1: Course Organisation

- Welcome to the Course!
- Mentoring Community Introductions
- Why Are You Here?
- Using Bloom's Taxonomy
- What do you Expect?
- Housekeeping Online

#### Lesson 2: Course Conventions and Agenda

- Conventions Used
- Quizzes and Exercises
- ITIL® Qualification Scheme
- ITIL® Lifecycle Exam
- Getting Started with an Online Class
- Chapter 01 Review

### Module 2: Continual Service Improvement

#### Lesson 1: Introduction to CSI

- CSI & the Service Lifecycle
- Managing Across the Lifecycle
- Purpose, Goals, & Objectives of CSI
- Scope of CSI
- Value of CSI

#### Lesson 2: Principles of CSI

- Principles of CSI
- CSI Approach
- Business Questions for CSI
- CSI & Organisational Change
- Ownership
- CSI Register
- Drivers
- Service Level Management
- Knowledge Management
- PDCA & Continual Improvement
- Value of Benchmarking
- Service Measurement
- Baselines
- Metrics & Measurement
- 7-Step Improvement Process
- Governance
- Frameworks, Models & Quality Systems
- Role Definitions

#### Lesson 3: CSI Summary

- Continual Service Improvement Summary
- CSI Checkpoint
- Chapter 02 Review

### Module 3: 7-Step Improvement Process

#### Lesson 1: 7-Step Improvement Introduction

- Introduction
- Purpose, Goals & Objectives
- Scope
- Business Value
- Policies, Principles & Concepts

#### Lesson 2: 7-Step Improvement Activities

- 7-Step, Activities, Methods & Techniques
- Step 1 - Strategy for Improvement
- Step 2 - Define Measurement
- Step 3 - Gather Data
- Step 4 - Process Data
- Step 5 - Analyse Information & Data
- Vision to Measurement
- Step 6 - Present & Use Information
- Service Level Agreement Monitoring Chart
- Step 7 - Implement Improvement

#### Lesson 3: Lifecycle Integration

- Lifecycle Integration
- Financial Management
- Service Level Management
- Availability and Capacity Management
- Security Management
- Change Management
- Incident Management and Service Desk
- Problem Management
- Metrics and Measures
- Reporting Policy and Rules

#### Lesson 4: 7-Step Improvement Context

- Relationships
- Triggers, Inputs and Outputs
- Information
- Critical Success Factors
- Challenges and Risks
- Lesson: 7-Step Improvement Process Summary
- 7-Step Improvement Process Summary
- Checkpoint
- Chapter 03 Review

### Module 4: Reporting, Methods and Technology

#### Lesson 1: Reporting and Measurement

- Reporting and Measurements
- Reporting
- Service Measurement
- Objectives
- Measurement and Reporting Frameworks
- Reporting Levels
- Management Domains
- Measurement Definition
- Setting Targets
- Process Measurements
- Measurement Framework Grid
- Scorecard and Reports
- Return on Investment
- CSI and Service Level Management

#### Lesson 2: CSI Methods and Techniques

- Methods and Techniques
- Assessment
- Gap Analysis
- Service Gap Model
- Benchmarking
- Measurement and Reporting Frameworks
- Balanced Scorecard
- S.W.O.T. Analysis
- The Deming Cycle
- Other Lifecycle Process and Methods
- Availability
- Capacity
- Continuity Management
- Problem Management
- Change, Release and Deployment Management
- Knowledge Management

#### Lesson 3: Technology for CSI

- Tools and Technology
- IT Service Management Suites
- System and Network Management
- Event Management
- Incident/Problem Management
- Performance Management
- Statistical Analysis
- Project and Portfolio Management
- Financial Management
- Business Intelligence Reporting

#### Lesson 4: Reporting, Methods and Technology Summary

- Reporting, Methods and Technology Summary
- Checkpoint
- Chapter 04 Review

### Module 5: CSI Organisation and Implementation

#### Lesson 1: Organising for CSI

- Organising CSI
- Mapping Activities and Skills
- Who Does What to Whom?
- The RACI Model
- Functional Role Analysis
- Activity Analysis
- Roles and Responsibility
- Service Owner
- Process Owner
- Process Manager
- Process Practitioner
- CSI Manager

#### Lesson 2: Implementing CSI

- Getting Started
- Governance
- CSI and Organisational Change
- Communication Strategy and Plan
- Roles and Inputs to CSI Approach
- Challenges
- Critical Success Factors
- Risks

#### Lesson 3: CSI Technology and Implementation Summary

- CSI Organisation and Implementation Summary
- Checkpoint
- Chapter 05 Review