

Course Outline

- Introduction to continual service improvement
 - The purpose, objectives and scope of CSI.
 - The value to the business of adopting and implementing CSI.
 - The context of CSI in the ITIL service lifecycle.
 - The approach to CSI, including key interfaces and inputs and outputs.

- Continual Service Improvement Principles
 - How the success of CSI depends on understanding change in the organization and having clear accountability.
 - How service level management and knowledge management influence and support CSI.
 - How the complete Deming Cycle works, and how it can be applied to a real world example.
 - How CSI can make effective use of the various aspects of service measurement.
 - What situations require the use of frameworks and models, and examples of how each type can be used to achieve improvement.

- Continual Service Improvement Process
 - What the Seven-Step Improvement process is, how each step can be applied and the benefits produced.
 - How CSI integrates with the other stages in the ITIL® service lifecycle.
 - How other processes play key roles in the seven-step improvement process.

- Continual service improvement methods and techniques
 - When to use assessments, what to assess and how a gap analysis can provide insight into the areas that have room for improvement.
 - How to use benchmarking, service measurement, metrics, service reporting, including balanced scorecard and SWOT, to support CSI.
 - How to create a return on investment, establish a business case and measure the benefits achieved.
 - How techniques within availability management, capacity management, IT service continuity management and problem management can be used by CSI.

- Organizing for continual service improvement

- The role of the CSI manager, and the roles of service owner, process owner, process manager and process practitioner in the context of CSI and how they can be positioned within an organization.
- How to design, implement and populate a RACI (responsible, accountable, consulted, informed) diagram as well as how to use it to support CSI.

Course Datasheet

- Technology Considerations
 - The technology and tools required and how these would be implemented and managed to support CSI activities such as performance, project and portfolio management; as well as service measurement and business intelligence reporting.
- Implementing continual service improvement
 - CSI implementation: strategy, planning, governance, communication, project management, operation, as well as how to deal with cultural and organizational change.
- Challenges, critical success factors and risks
 - The challenges and risks such as staffing, funding, management, etc., which can be related to CSI and the details behind how each challenge can be addressed.
 - The critical success factors related to CSI as well as how to measure and monitor them.