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# ITILSLMCSI - ITIL® Intermediate - Service Lifecycle Module – Continual Service Improvement

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## Overview

Course Code	ITILSLMCSI	Duration	4.0 days
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The Continual Service Improvement (CSI) module is one of the certifications within the ITIL® Service Lifecycle work stream. This module focuses on the principles and techniques from the Continual Service Improvement stage of the ITIL Lifecycle, but does not go into detail about specific processes.

The CSI certification focuses on how organizations and individuals can strategically review the products and services they have produced following the strategy, design, transition and operation stages of the IT Service Lifecycle and offers guidance on how this process should be organized and executed. It also includes guidance on the tools and technology that can be used to support CSI activities as well as how to evaluate risks and critical success factors.

The course covers management and control of activities and techniques within the Continual Service Improvement phase of the ITIL Lifecycle, but it does not provide the full detail of each supporting process.

CSI practices can help businesses and projects continue to meet and adapt to the changing needs of end users as well as improving efficiencies and returns on investment for organizations.

## Audience

Individuals who require a detailed understanding of the ITIL CSI phase of the ITIL service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization

- IT professionals working within, or about to enter, a CSI environment and requiring a detailed understanding of the processes, functions and activities involved
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules

- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

## Pre-Requisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service

Management which must be presented as documentary evidence to gain admission

- Candidates who hold the following ITIL qualifications are also eligible, and similar evidence will be required:
- Earlier ITIL (V2) Foundation plus Foundation Bridge ITIL Expert in IT Service
- Management (achieved via Service Manager or Practitioner bridging routes).

## Key Topics

Module 1: Introduction to continual service improvement

Module 2: Continual service improvement principles

Module 3: Continual service improvement process

Module 4: Continual service improvement methods and techniques

Module 5: Organizing for continual service improvement

Module 6: Technology considerations

Module 7: Implementing continual service improvement

Module 8: Challenges, critical success factors and risks

## Objectives

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to CSI
- CSI principles
- CSI process
- CSI methods and techniques
- Organizing for CSI
- Technology considerations

- Implementing CSI
- Challenges, critical success factors and risks

In addition, the training for this certification should include examination preparation, including a mock examination opportunity.