



Curso ITILCSI - ITIL Service Lifecycle: Continual Service Improvement (CSI)

24,00 Horas

Introdução

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream

The ITIL® CSI (Continual Service Improvement) course is part of the ITIL® Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® Continual Service Improvement Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace.

Público-alvo

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL Continual Service Improvement phase of the ITIL Lifecycle as well as the processes, functions and activities required to apply them.

Quando completar o curso

Upon successfully achieving the ITIL Continual Service Improvement certificate, students earn 3 credits in the ITIL® qualification scheme. Project Management Institute –Professional Development Units (PDUs) = 28

Pré-requisitos

An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment.

Exames

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Duration: 90 minutes

Conteúdo em detalhe

At the end of this course, you will learn:

The purpose and objectives of Continual Service Improvement

How Continual Service Improvement integrates with the stages in the Lifecycle

How Continual Service Improvement depends upon an understanding of change within an organization

The nature of the activities and the skills required for the 7 step improvement process

How tools can assist some or all of the activities in the Continual Service Improvement process

The effects on an organization of the challenges facing Continual Service Improvement