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ITIL® V3 Intermediate Qualification: Continual Service Improvement (CSI)

Course Description

Pultorak & Associates' ITIL® Version 3 (V3) Intermediate Qualification: Continual Service Improvement (CSI) course is a four-day (minimum of 21-contact hour) course leading to the ITIL® Intermediate Qualification: CSI Certificate. The CSI Certificate is a freestanding qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules leading to the ITIL® Expert in IT Service Management Certificate.

The purpose of this course and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL® Continual Service Improvement publication. The ITIL® Certificate in CSI is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

Class size is limited to maximum of 12 participants to one trainer for an accredited delivery, with no minimum class size required for an accredited delivery of this course.

Certification Examination Type and Duration

Upon completion of the course, candidates may sit the optional ITIL® V3 Intermediate Qualification examination leading to the ITIL® Intermediate Qualification: CSI Certificate. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a complex multiple choice format and consists of eight (8) scenario-based, gradient scored questions. Each question will have four 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. Proof of attendance at an accredited training course will be required prior to taking the exam.

Who Should Attend?

The CSI course is intended for:

- CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, and ITSM trainers involved in the ongoing management, coordination, and integration of operations activities within the Service Lifecycle
- 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 organization
- IT professionals working within or about to enter a Continual Service Improvement environment and requiring an understanding of the concepts, processes, functions, and activities involved
- Individuals seeking the ITIL® Expert certification 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

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Participant Prerequisites

Participants who wish to be eligible for the examination should provide documentary evidence prior to the course that they hold the ITIL® Foundation Certificate (the V3 Foundation or V2 Foundation plus Bridge Certificate). It is strongly recommended that candidates read the ITIL® Service Lifecycle core publications in advance of attending training for the certification.

Learning Outcomes

Following completion of this training, the candidate will know:

- The importance of Service Management as a practice concept and Continual Service Improvement principles, purpose, and objectives
- How ITIL® Continual Service Improvement interacts with other Service Lifecycle Processes
- The activities, methods, and functions used in each of the ITIL® Continual Service Improvement processes
- The roles and responsibilities within ITIL® Continual Service Improvement and the activities and functions to achieve operational excellence
- How to explain how to measure ITIL® Continual Service Improvement
- Technology and implementation considerations surrounding ITIL® Continual Service Improvement

Course Outline

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Processes
- Continual Service Improvement Methods and Techniques
- Organizing for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementing Continual Service Improvement
- Challenges, Critical Success Factors, and Risks
- Summary, Exam Preparation, and Directed Studies

Why Pultorak for This Course?

Pultorak & Associates' industry experts have years of experience in ITIL® and its implementation. We are active contributors to the content and strive to ensure that the concepts are backed by real-world examples and critical insights that help you chart your own path to achieve your goals with ITIL®. Our experienced instructors have lived the subject matter and are also versed in creating meaningful, engaging participant-centered adult learning, delivering value to you like no one else can.

For More Information or to Place an Order

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