

Hands-on course , 3
day(s)
Ref : LAS

Pre-requisites

Candidates must hold ITIL® V3 Foundation Certificate (or ITIL® V3 Foundation Bridge certificate).

Next sessions

ITIL® Lifecycle Continual Service Improvement

OBJECTIVES

This course covers the practices described in the publication "Continual Service Improvement" of "ITIL ® - Service Lifecycle Management." You will learn the principles and processes of the Continual Service Improvement, associated methods, organization, implementation considerations, risks...

1) Continual service improvement principles

2) Continual service improvement processes

3) The methods and techniques

4) Organizing for continual service improvement

5) Technology considerations for continual service improvement

6) Implementation an improving the continual service improvement

7) Challenges, critical success factors and risks

1) Continual service improvement principles

- The purpose, objectives and scope and approach of CSI.
- How the success of the Continual Service Improvement (CSI) depends on understanding the changes in the organization.
- How service level management and knowledge management influence and support CSI.
- How frameworks, models, standards and quality systems support the concepts CSI.

2) Continual service improvement processes

- The seven-step improvement process.
- How CSI integrates with the other stages in the ITIL service lifecycle.
- Reporting services.
- Service measures.
- Properly define the metrics and measures.
- Concept of return on investment (ROI) in the CSI.
- Various business questions for CSI.

3) The methods and techniques

- To evaluate and how to use assessments.
- 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.
- How CSI can use Risk Management to identify the perimeters to improve.

4) 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.
- Responsibilities and skills.
- How to design, implement and populate a RACI (responsible, accountable, consulted, informed) diagram as well as how to use it to support CSI.

5) Technology considerations for continual service improvement

- The technology and tools required and how these would be implemented and managed to support CSI activities.
- IT service management suites.
- System and network management tools, Event Management tools.
- Automated Incident/Problem resolution tools.
- Performance Management tools and Statistical Analysis tools.
- Project and Portfolio Management tools.
- Financial management tools.
- Business Intelligence reporting tools.

6) Implementation an improving the continual service improvement

- CSI implementation: strategy, planning, governance, communication, project management, operation, as well as how to deal with cultural and organizational change.
- Where to start?
- Role of governance in CSI.
- Impact of organizational changes on CSI.
- Strategy and communication plan.

7) 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.