



# ITIL Intermediate Certification: CSI

Course Length: 3 days

## Course Description

This 3 day program leads to a **Certificate in ITIL V3 Service Lifecycle Management - Continual Service Improvement**. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of the processes, functions and activities associated with the Continual Service Improvement domain of the ITIL® Service Lifecycle. Upon successful completion of the education and examination, students can expect to gain competencies in the following IT Continual Service Improvement areas:

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Continual Service Improvement technology related activities
- Organization and technology for Continual Service Improvement
- Understanding Implementation approaches, Challenges, Critical success factors and Risks

## Who Should Attend

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of V3 practices within the Service Lifecycle context. Prime focus is the Lifecycle itself, the use of process and practice elements used within it and the management capabilities needed to deliver quality Service Management practices in an organization.

## Prerequisites

Students must hold the ITIL Foundation Certificate in IT Service Management, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 Foundations course. It is highly recommended, although not mandatory, that each student read the corresponding ITIL book associated with the Intermediate certification class they are attending.

## Exam

An exam voucher number will be emailed to each student by the last day of class. It is the responsibility of the student to schedule their own exam. It is recommended that the exam be taken as close to the end of the class as possible.

## Reference Material

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

### Credits Earned

- 3 ITIL Expert Credits
- 22 PDU Credits