

ITIL V3 Continual Service Improvement with Certification Exam (3.5 days)

The ITIL Intermediate Qualification: Continual Service Improvement Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

The purpose of this training module 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.



What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

Target Audience

The main target group for the ITIL Intermediate Qualification: Continual Service Improvement Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

The course covers the management and control of the activities and techniques within the Continual Service Improvement stage, but not the detail of each of the supporting processes.

This course syllabus may also be of interest to:

- 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 a detailed understanding of the processes, functions and activities involved
- Individuals seeking the ITIL Expert 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

Learning 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 Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Organization for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation Considerations
- Critical success factors and risks

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

Prerequisite Entry Criteria

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Eligibility for Examination

To be eligible for the ITIL Intermediate Qualification: Continual Service Improvement examination, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

- Hold the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Continual Service Improvement publication in preparation for the examination

Lecture and Exercises

Practical exercises and team assignments will be used to meet the learning objectives during the delivery of this accredited course. We will make use of exercises to enhance the reinforcement of the learning objectives in this syllabus.

Learning Outcomes

Following the completion of this unit, the candidate will know:

- The importance of Service Management as a Practice concept and Continual Service Improvement Principals, Purpose and Objective
- How all processes in ITIL Continual Service Improvement interact with other Service Lifecycle Processes
- The sub-processes, 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 Service Improvement excellence
- Technology and implementation considerations surrounding ITIL Continual Service Improvement
- Challenges, Critical Success Factors and Risks associated to ITIL Continual Service Improvement

Exam format

Eight (8) multiple choice, scenario-based, gradient scored questions.

Each question will have 4 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.

Duration: Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

Prerequisite: ITIL V3 Foundation Certificate or ITIL V2 Foundation plus Bridge Certificate and completion of an accredited Course from an ITIL Accredited Training Provider

Supervised: Yes

Open Book: No

Pass Score: 28/40 or 70%

Distinction Score: TBC

Delivery: Online or Paper Based Examination

Trainer Qualification Criteria

Trainer Qualification Criteria

This syllabus will be delivered by an accredited provider / trainer. We meet and exceed the following criteria:

Accredited Training Organization: Mountainview is registered and in good standing with the Official Accreditor.

ITIL Continual Service Improvement Certification: Our Instructors will present a valid certificate issued by the accredited Examination Institute.

ITIL V3 Expert Certification: Our Instructor will present a valid certificate issued by the accredited Examination Institute.

Duration

Three and half days – includes lecture, exam preparation and exam.

Contact Information

(613) 596-5170
training@mountainview.ca