






## ITIL® Intermediate – Continual Service Improvement (CSI)

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### WHY The Business Kamp?

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## Overview

The ITIL® (Information Technology Infrastructure Library) framework is designed to standardize the selection, planning, delivery and support of IT services to a business. ITIL® Intermediate Continual Service Improvement (CSI) is an intermediate level certification offered to professionals within the ITIL® qualification scheme. 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

Certificate in IT Service Management..

ITIL® qualifications set international benchmarks of quality for IT professionals all over the world. The value of ITIL® has increased sharply in recent years and an ITIL® certification is fast becoming an entry requirement for a majority of IT-based roles. Professionals with ITIL® Intermediate CSI Certification are likely to earn 40% higher salary as compared to non-certified peers.



## Certification

Applicants will be awarded the ITIL® Intermediate – Service Operation credential upon passing the ITIL® Intermediate – Continual Service Improvement examination, which is governed by APMG, AXELOS and PEOPLECERT etc. . Professionals require 21 hours of professional training before attending ITIL Intermediate Exam. The certification exam fee is not included in the course fee and the students need to schedule their exam with any of the governing bodies.



## Who should attend?

**The target group of the ITIL® Intermediate CSI Certificate includes, but is not restricted to:**

- Chief information officers (CIOs)
- Chief technology officers (CTOs)
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers



## Prerequisite

**Candidate appearing for the course must hold:**

- Earlier ITIL® Foundation
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).



## Expected Learning Outcomes

### Students will learn how to:

- Define continual service improvement
- Describe continual service improvement principles and processes
- Explain continual service improvement methods and techniques
- Implement continual service improvement
- Define strategies for challenges, CSFs, and risk factors



## Syllabus

- 8 chapters
  1. Introduction - (Purpose, Objective, Scope, Value to business, Interfaces, CSI Inputs & Outputs)
  2. CSI Principles - (Service improvement, CSI register, knowledge management, benchmarking, Governance, framework, quality & models)
  3. CSI Processes /analyzing the data
  4. CSI Methods & Techniques
  5. Organizing for CSI/key responsibilities of a CSI manager
  6. Technology for CSI
  7. Implementing for SCI
  8. Critical success factors & risks
- 31 High Quality Videos
- 17 Helpful Study Guides
- 102 Test Questions
- 534 Terms and Definitions
- 1 Reference Material.
- 2 Official Practice Question Papers + Guides + Videos (on all Knowledge Areas)

## About The Business Kamp

The Business Kamp educational experience spans over 15 years providing quality education both onsite, and on line. We are committed assist and to propel you to the pinnacle of your profession. The Business Kamp vast offering of services will exceed your educational expectations. Our strength starts with the quality and experience our people. Collectively The Business Kamp provides well over 100+ years of highly educated instructors who not only mentor students, but bring a unique touch of practical application, “we’ve been there” engaged with clients from a variety of market segments person to person. The Business Kamp has assisted both companies and individuals to increase their current capabilities and perform at a much higher level than perceived possible. Through our processes and commitment to excellence we offer the best training platform available . The Business Kamp educational offerings are second to none.

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