ALRICH UK CONSULTING SERVICES LTD

Training solutions designed to deliver globally accredited certification courses to help your people transform performance and always stay in the forefront of trends in a continually evolving business world!

MAKE SMATER AND BETTER INVESTMENT

in People Development

About Alrich UK Consulting Services Ltd

Alrich UK Consulting Services Ltd, a global training service provider committed to provide IT and Professional training courses, certifications, placement and IT consulting services. IT courses and certification programmes are delivered through partnership and AXELOS created by the Cabinet Office on behalf of Her Majesty's Government (HMG) in the United Kingdom and Capita PLC to run the Best Management Practice portfolio, including the ITIL® and PRINCE2® professional standards.

COURSES PORTFOLIO

PROJECT MANAGEMENT

— PRINCE 2 Foundation

— PRINCE2 Practitioner

— PRINCE 2 Foundation + Practitioner

SCRUM & AGILE

— Scrum Developer Certified (SDC)

— Scrum Master Certified (SMC)

— Scrum Product Owner Certified (SPOC)

— Agile Master Certified (SAMC)

QUALITY MANAGEMENT

— Six Sigma Green Belt (SSGB)

— Six Sigma Black Belt (SSBB)

— Lean Six Sigma Green Belt (LSSGB)

— Lean Six Sigma Black Belt (LSSBB)

IT SERVICE MANAGEMENT

— ITIL Foundation

— ITIL Intermediate – SO

— ITIL Intermediate - CSO

— COBIT v5

Trust your educational growth to
Alrich UK Consulting Services Ltd

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Boost Your Career With
ITIL® Intermediate – Continual Service Improvement (CSI)

High quality content available in **E-Learning** format to enable you to learn at your place and at your pace helping you, always stays in the forefront of trends in a continually evolving business world!

We also conduct public and dedicated corporate classes. Please write to us for a custom proposal.

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WHY Alrich Consulting?

High quality Content

Study Guides

Learning Videos

Practice Tests

Learning Support

Mobile App to learn on the move

ITIL® Intermediate – Continual Service Improvement (CSI)

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)