

# ITIL® V3 Service Lifecycle Certification: Continual Service Improvement

## Course No.

1882

## Description

This hands on, instructor led 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

## Audience

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

V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

## Exam

An optional 90 minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board (ISEB). Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded three credits towards ITIL Expert® certification upon successful completion of the exam.

## 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.

## Related Courses

ITIL V3 Service Lifecycle Certification – Service Strategy  
 ITIL V3 Service Lifecycle Certification – Service Design  
 ITIL V3 Service Lifecycle Certification – Service Transition  
 ITIL V3 Service Lifecycle Certification – Service Operation

## Duration

3 days

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