

ITIL® INTERMEDIATE LIFECYCLE: Continual Service Improvement

This new ITIL® CSI course offers students a comprehensive and high quality approach to obtaining their ITIL Intermediate certificate credits. The course is based upon ITIL's Service Lifecycle approach to service quality and the Core Capabilities within that lifecycle

Who is CSI for?

Individuals who require a detailed understanding of the ITIL CSI phase of the ITIL service 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 CSI environment and requiring a detailed understanding of the processes, functions and activities involved.

Benefits

Improves metrics and management reporting

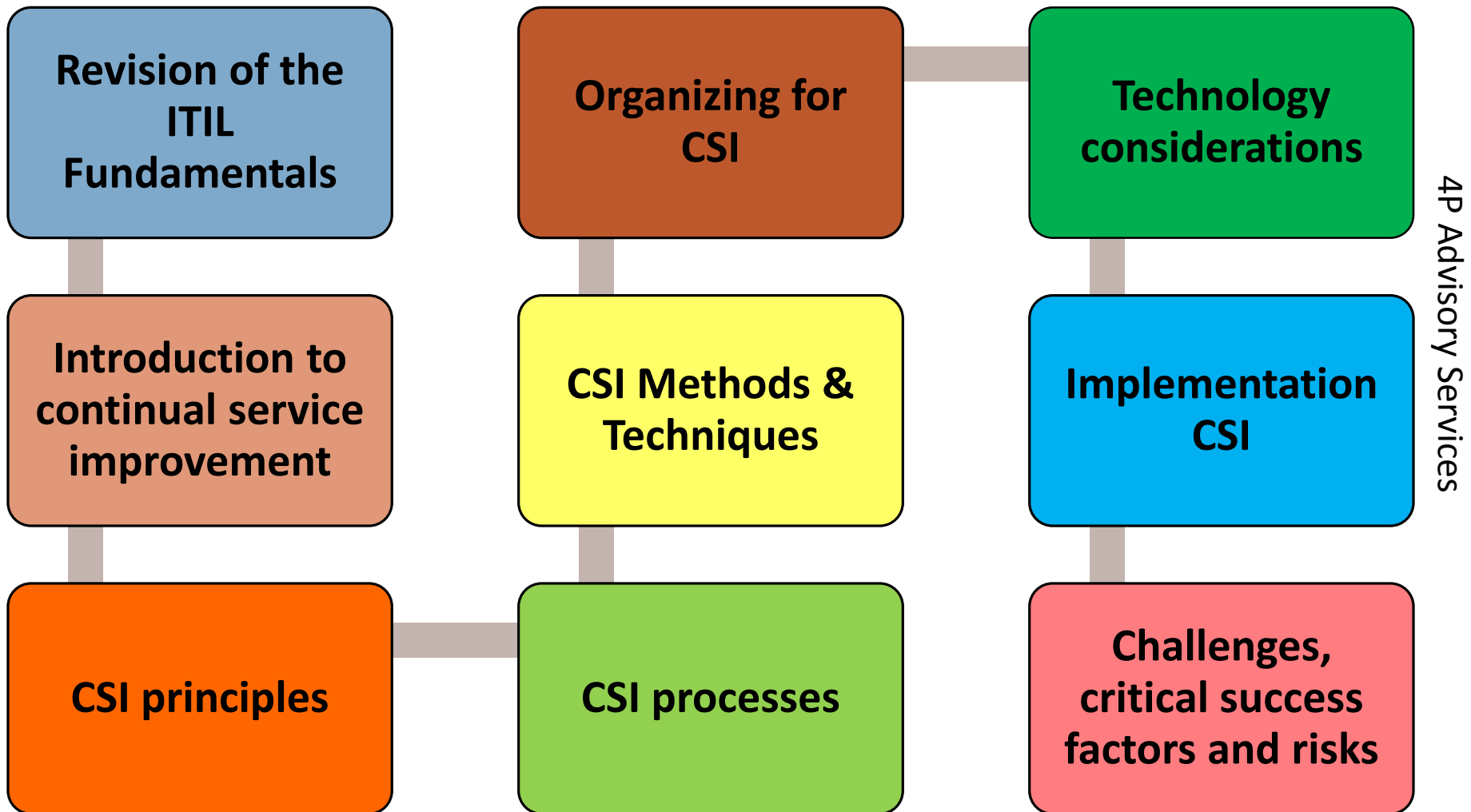
**Enhances the overall quality of business operation
Helps the business plan for investments according
to business needs**

Improves the quality and availability of services

**Minimizes the communication gap between the
customer and service provider**

**Reduces the Total Cost of Ownership(TCO) of
Services**

Course Outline



Prerequisites for the EXAM

- ITIL Foundation Certificate in IT Service Management
- Earlier ITIL (V2) Foundation plus Foundation Bridge
- ITIL Expert in IT Service Management
- Completion of an Accredited course from an ITIL Accredited Training Provider

Exam Details

- Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one 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
- Closed Book
- Pass Mark : 70% (28 out of 40)
- Exam duration : 90 minutes



>>>Contact: Your HR

Join NOW!

>>Contact: info@4pa.in