

ITIL® Intermediate: Continual Service Improvement

Continually Aligning and Realigning IT Services to Changing Business Needs

The CSI qualification focuses on how organizations and individuals can strategically review the products and services they have produced following the strategy, design, transition and operation stages of the IT Service Lifecycle and offers guidance on how this process should be organized and executed.

Delivery:	e-Learning	Mock Exam:	Included in Course (x2)
Certificate:	Examination (included)	Duration:	29 hours, self-paced
Accredited By:	PeopleCert	Language:	English

Course Overview

The ITIL Continual Service Improvement qualification is one of five ITIL Service Lifecycle Courses and will provide you with guidance that focusses on the design of IT services and covers the architectures, processes, policies and documentation that will enable you to design services that meet the needs of the organization or programme.

The main objective of the course is to gain an introductory overview of the Service management lifecycle, its key processes, roles etc. You also want to pass the exam! It is the aim of the course to satisfy both.

Who Should Take This Course?

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Continual Service Improvement at management level, but not specific details about each of the supporting processes.

It is also suitable if you have completed the ITIL Foundation certificate, and you are wishing to advance to higher level ITIL certifications.

Examination

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL® Release, Control and Validation Certificate in IT Service Management.

