







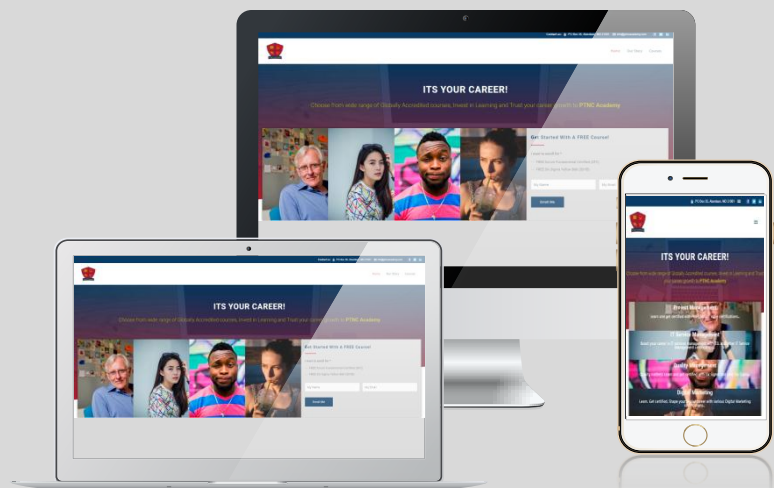
Boost Your Career With

ITIL® Intermediate – Continual Service Improvement (CSI)



Course designed to help you learn, transform performance and always stay in the forefront of trends in a continually evolving business world!

-  High quality Content
-  Study Guides
-  Learning Videos
-  Practice Tests
-  Learning Support
-  Learn on any device





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 PTNC Academy

PTNC Academy, designed to deliver globally accredited certification courses to help people transform performance and always stay in the forefront of trends in a continually evolving business world! To do so, we are partnered with leading content providers and making courses available in all formats to suit the learning need of every student.

MAKE SMATER AND BETTER INVESTMENT ”

People Development

COURSES PORTFOLIO

PROJECT MANAGEMENT

- PMP
- Scrum Developer Certified (SDC)
- Scrum Master Certified (SMC)
- Scrum Product Owner Certified (SPOC)
- Agile Master Certified (SAMC)

DIGITAL MARKETING

- Affiliate Marketing Professional
- Email Marketing Professional
- Search Engine Optimization Professional
- Social Media Marketing Professional
- Certified Search Marketing Professional

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
PTNC Academy

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