PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Continual Service Improvement Masterclass	**Course Duration**: 1.0 Day
Exam: Not Included	**Exam Type**: No Exam
Qualification: A Certificate Of Attendance will be sent to you via email after you have completed the training course	

Course Syllabus

Our IT Continual Service Improvement Masterclass will cover the following topics:

- An introduction to CSI
- The goals and objectives of CSI
- Creating and maintaining service value
- Roles and responsibilities
- Quality Management
- Change Management
- Capability Management
- The CSI approach
- The seven-step improvement process
- Process interfaces and dependencies
- Techniques, tools and methods we can use
- The CSI register
- Assessments
- Benchmarking
- Gap Analysis
- Service Reporting
- Metrics, KPIs and reporting
- Communicating the benefits
- Getting started
- An implementation roadmap
- Current and future challenges

Course Overview

Continual Service Improvement (CSI) is something which many organisations strive for but rarely achieve, mainly because they have not developed the underlying processes, procedures and governance that are needed to achieve CSI.

Our one-day IT Continual Service Improvement Masterclass will cover everything that you will need to put in place to establish a robust and successful Continual Service Improvement (CSI) programme.

Course Learning Outcomes

By the end of this masterclass, participants will be able to understand the principles and key elements of IT Continual Service Improvement, assess the current state of their organisation's IT services, identify improvement opportunities, and develop a structured approach for implementing CSI strategies and measuring outcomes.

Audience

Our IT Continual Service Improvement Masterclass is suitable for those who are looking to establish Continual Service Improvement (CSI) within their organisation as well as those who have already started and those who believe they have a credible solution in place, but want to confirm that they have taken the correct approach.

Entry-Level Requirements

There are no formal entry-level requirements for our IT Continual Service Improvement Masterclass.

Recommended Reading

There is no recommended reading associated with our IT Continual Service Improvement Masterclass.

What's Included

Our IT Continual Service Improvement Masterclass includes digital course manuals and hand-outs.

Exam Information

There is no formal examination or certificate associated with our IT Continual Service Improvement Masterclass.

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Our IT Continual Service Improvement Masterclass will be flexible for different levels of expertise, from novice practitioners up to experienced specialists.