Course Title: ITIL® 4 Practitioner: Continual Improvement	**Course Duration**: 1.0 Day
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Practitioner: Continual Improvement Certificate	

Course Syllabus

Our ITIL® 4 Practitioner: Continual Improvement training course covers the following modules:

Module 1: The key concepts of the practice

1.1. Explain the purpose of the practice
1.2 Describe the PSFs & key metrics of the practice

1.3. Explain the key terms/concepts:

a) improvement
b) vision
c) business as usual
d) improvement register

Module 2: The processes of the practice

2.1 Describe inputs and outputs of the processes
2.2 Describe the key activities of the processes
2.3 Know how to integrate the practice in the organisation’s value streams

Module 3: The roles and competences of the practice

3.1 Describe the responsibilities of the key roles of the practice:

a) continual improvement coordinator

3.2 Know how to position the practice in the organisational structure

Module 4: How information and technology support and enable the practice

4.1 Explain the tools application
4.2 Apply the recommendations on automation

Module 5: The role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties

5.2 Explain how partners and suppliers can support the practice

Module 6: How the ITIL® capability model can be used to develop the practice

6.1 Explain how capability criteria support the practice capability development

Module 7: The recommendations for the practice success

7.1 Understand the recommendations for continual improvement success and how they are supported by the ITIL® guiding principles

Course Overview

Our one-day ITIL® 4 Practitioner: Continual Improvement training course will guide IT professionals in their goals to enhance their ability to drive and lead improvement initiatives within their organisations. The tools and practices found in this course will provides practical skills and strategies to analyse and improve IT services, processes, and practices, ultimately contributing to better alignment between IT and business objectives.

Course Learning Outcomes

Our ITIL® 4 Practitioner: Continual Improvement training course will teach you to become proficient in the following:

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

Audience

Our ITIL® 4 Practitioner: Continual Improvement training course will benefit several individuals, teams and organisations, including but not limited to:

- IT Professionals
- Service Managers
- IT Leaders and Executives
- Process Owners
- Quality Assurance Professionals
- Business and IT Consultants
- Individuals interested in a career in IT service management or those looking to gain a deeper understanding of how IT services can be improved will also benefit from this course.

Entry-Level Requirements

The following are the prerequisites for our ITIL® 4 Practitioner: Continual Improvement training course:

- ITIL® 4 Foundation Certificate OR ITIL® 4 Managing Professional Transition (MPT) Certificate
- Training Through An Accredited Training Organisation (ATO)

Recommended Reading

There is no recommended reading for our ITIL® 4 Practitioner: Continual Improvement training course.

What's Included

Our one-day ITIL® 4 Practitioner: Continual Improvement training course contains the following:

- Pre-reading
- Course Manual
- Quizzes
- Exercises
- ITIL® 4 Practitioner: Continual Improvement Exam Voucher

Exam Information

ITIL® 4 Practitioner: Continual Improvement Examination:

The ITIL® 4 Practitioner: Continual Improvement examination will comprise of:

- Duration: 30 Minutes
- Closed Book: Yes
- Format: 20 Questions With 1 Mark Each. No Negative Marking.
- Question Type: Standard Classic, Negative, & List
- Bloom's Level's: 2 & 3
- Pass Mark: 65% Or 13/20

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.

- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

To achieve the ITIL® 4 Practice Manager designation, you will need to have completed five individual practices plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module, or you will need to have completed the three-day bundled or combined module plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module.

Additional Information

Our ITIL® 4 Practitioner: Continual Improvement training course offers several benefits to individuals, teams and organisations, including but not limited to:

- **Enhanced Service Quality:** ITIL® 4 Practitioner equips individuals with the knowledge and tools to continually improve IT service quality.
- **Efficiency Improvement**: The course emphasises efficiency and productivity enhancements.
- **Cost Reduction**: Improved efficiency and reduced service disruptions can lead to cost savings.
- **Alignment with Business Objectives**: ITIL® 4 Practitioner helps organisations align their IT services with the business's strategic goals.
- **Risk Reduction**: Continual improvement practices include proactive problem identification and resolution.
- **Professional Development**: Individuals who complete the course gain valuable skills and knowledge that can enhance their career prospects.
- **Competitive Advantage**: Organisations that implement continual improvement practices are better equipped to adapt to changing technology and business landscapes.
- **Measurable Results**: The course emphasises the importance of data-driven decision-making and the use of key performance indicators (KPIs) to measure the success of continual improvement efforts.