
IT Service Management - ITIL® 4 – Continual Improvement

Expand your knowledge of ITIL® in a practical way in 1 day

This course is delivered as a dynamic one-day workshop focused on the key concepts, principles, and challenges of the Continual Improvement Practice. The course provides candidates with best practice guidance on aligning organizational practices and services with changing business needs through the ongoing improvement of products, services, and practices.

This workshop is intended for practitioners, practice owners, and managers involved in the implementation and optimization of Continual Improvement. At the end of the course, participants will take a 30-minute exam featuring multiple-choice questions to obtain the international PeopleCert ITIL® 4 Practitioner: Continual Improvement certificate in IT service management.

ITIL® VERSION

This course is based on the ITIL® 4 version.

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

Participants will acquire the knowledge and skills required to:

- Understand the key concepts of Continual Improvement.
- Explain the processes involved in the Continual Improvement Practice.
- Identify roles and competencies for effective continual improvement.
- Understand how information and technology support continual improvement.
- Recognize the role of partners and suppliers in continual improvement.
- Apply the ITIL capability model to enhance continual improvement practices.
- Implement recommendations for continual improvement success.

TARGET AUDIENCE

- Candidates taking the ITIL 4 Practitioner: Continual Improvement qualification.
- Those involved in defining and implementing Continual Improvement practices.
- People enhancing the efficiency of improvement processes.

COURSE DURATION

1 day of learning, including the final exam (scheduled later by candidate).

COURSE STRUCTURE

This course comprises a series of interactive presentations supplemented by classroom and other exercises resembling exams.

COURSE CONTENT

FOLLOWING TOPICS ARE COVERED FOR EACH PRACTICE IN DETAIL

- Key concepts supporting the Continual Improvement Practice.
- Processes involved in continual improvement.
- Roles and competencies needed for continual improvement.
- How information and technology support continual improvement.
- The role of partners and suppliers in continual improvement.
- Applying the ITIL capability model to improve continual improvement.
- Recommendations for the success of Continual Improvement.

PREREQUISITE

ITIL®4 Foundation certification

EXAM

The official ITIL® 4 Practitioner: Continual Improvement exam and ITIL® 4 Official Continual Improvement Practice publication are included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. This requires access to a connected computer with active audio and video.

Format: 20 multiple-choice questions.

Duration: 30 minutes.

Pass mark: 65% (13 correct answers)

Material allowed: Closed book (no materials allowed during the exam)

It is recommended to get the training from an accredited organization with an accredited training material.