

ITIL® Intermediate Continual Service Improvement 2011 Edition

Duration: 4 Days

Overview:

The ITIL® Continual Service Improvement course is part of the ITIL® Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® Continual Service Improvement intermediate exam.

Who Should Attend:

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL® Continual Service Improvement phase of the ITIL® Lifecycle as well as the processes, functions and activities required to apply them.

Prerequisite(s) or Equivalent Knowledge:

An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment.

COURSE OUTLINE

Lesson 1: COURSE INTRODUCTION

Lesson 2: PRINCIPLES

Lesson 3: PROCESSES

Lesson 4: METHODS AND TECHNIQUES

Lesson 5: ORGANIZATION



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Lesson 6: TECHNOLOGY CONSIDERATIONS

Lesson 7: IMPLEMENTATION AND IMPROVEMENT

Lesson 8: CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS

Lesson 9: EXAM PREPARATION