

ITIL® LifeCycle : continual Service Improvement certification à distance incluse

Cours Pratique de 3 jours

Réf : YTC - Prix 2022 : nous consulter

ITIL® consists of five main publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability Stream:

The Service Lifecycle Stream focuses on ITIL® practices within the Service Lifecycle context.

The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.

The Service Capability Stream is for those who wish to obtain an in-depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution, and the use throughout the IT Service Lifecycle. The course prepares candidates for the ITIL® LifeCycle : continual Service Improvement.

PARTICIPANTS

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers.

PRÉREQUIS

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

COMPÉTENCES DU FORMATEUR

Les experts qui ont conçu la formation et qui accompagnent les apprenants dans le cadre d'un tutorat sont des spécialistes des sujets traités. Ils ont été validés par nos équipes pédagogiques tant sur le plan des connaissances métiers que sur celui de la pédagogie, et ce pour chaque cours. Ils ont au minimum cinq à dix années d'expérience dans leur domaine et occupent ou ont occupé des postes à responsabilité en entreprise.

MODALITÉS D'ÉVALUATION

Le formateur évalue la progression pédagogique du participant tout au long de la formation au moyen de QCM, mises en situation, travaux pratiques...

Le participant complète également un test de positionnement en amont et en aval pour valider les compétences acquises.

MOYENS PÉDAGOGIQUES ET TECHNIQUES

Les moyens pédagogiques et les méthodes d'enseignement utilisés sont principalement : documentation et support de cours, exercices pratiques d'application et corrigés des exercices, études de cas ou présentation de cas réels. ORSYS fournit aux participants un questionnaire d'évaluation du cours qui est ensuite analysé par nos équipes pédagogiques. Une attestation de fin de formation est fournie si l'apprenant a bien suivi la totalité de la formation.

MODALITÉS ET DÉLAIS D'ACCÈS

L'inscription doit être finalisée 24 heures avant le début de la formation.

ACCESSIBILITÉ AUX PERSONNES HANDICAPÉES

Vous avez un besoin spécifique d'accessibilité ? Contactez Mme FOSSE, référente handicap, à l'adresse suivante pshaccueil@orsys.fr pour étudier au mieux votre demande et sa faisabilité.

OBJECTIFS PÉDAGOGIQUES

À l'issue de la formation l'apprenant sera en mesure de :

- Introduction to CSI.
- CSI principles.
- CSI process.
- CSI methods and techniques.
- Organizing for CSI.
- Technology considerations.
- Implementing CSI.
- Challenges, critical success factors and risks.

PÉDAGOGIE ET PRATIQUES

An interactive approach to provide valuable conceptual knowledge of international standards.

Lessons, exercises, courses notes and discussions based on international standards.

CERTIFICATION

The purpose of the ITIL® 3/2011 LifeCycle, Continual Service Improvement certification is to impart, test and validate knowledge about industry practices in service management. This certification is a stand-alone qualification, but is also part of the ITIL® Intermediate Lifecycle flow and is one of the modules leading to the ITIL® Expert Certificate in IT Service Management. An ITIL® Foundation certificate is required and preferably two years of work experience in an IT service management environment. The ITIL® 3/2011 LifeCycle, Continual Service Improvement, certification is recognized worldwide with permanent validity. Its passage lasts 1 hour 30 minutes and is made up of 8 questions. It takes place in English and with a closed book, the learner cannot refer to the resources of his choice during his passage. The score for passing the exam is 70%. If successful, a unique electronic certificate is issued and the candidate receives 3 points for the ITIL qualification scheme.

LE PROGRAMME

dernière mise à jour : 01/2022

1) Course introduction

- Purpose, objectives and measurements of CSI.
- The scope of CSI.
- Activities that support CSI.
- The value to business.
- Continual service improvement approach.
- The business questions to CSI.
- The context of CSI in the ITIL® service lifecycle.
- Inputs and outputs of CSI.
- The ITIL® certification scheme.

2) Csi principles

- CSI and organizational change.
- Ownership of CSI.
- The CSI register.
- CSI and service level management.
- CSI and knowledge management.
- The deming cycle.
- Service measurement.
- The seven step improvement process.
- Governance.
- Frameworks, models, standards and quality systems.

3) Processes

- The seven step improvement process.
- Scope.
- Value to the business.
- Principles and basic concepts.
- Triggers, inputs, outputs.
- Interfaces with other processes and roles.
- CSF's and KPI's.
- Challenges.

4) Methods and techniques

- The Goal of CSI.
- The PDCA cycle.
- Assessments.
- Process maturity.
- Benchmarking and CSI.
- Service measurements.
- Metrics (Balanced Scorecard).
- SWOT analysis.
- Return on investment.
- Service reporting.
- CSI and other SM processes.

5) Organizing CSI

- Roles in ITIL®.
- Activities and skill levels.
- Role comparison matrices.
- RACI.

6) technology considerations

- Tools that enable and support CSI activities.
- IT Service management suites
- System and network management.
- Event management.
- Automated incident / problem resolution.
- Performance management.
- Stastical Tool analysis.
- Project and portfolio management.
- Financial Management business intelligence reporting.

7) Implementing CSI

- Where to start.
- Role of governance in CSI.
- Organizational change and CSI (Kotter).

- Communications strategy and plan.

8) Challenges, critical success factors and risks

- CSI challenges.
- Critical success factors.
- Risks.
- Value.
- Benefits.
- Costs.

9) Appendices

- Business case study and exercises.
- Mock exams and guidance.
- Glossary.
- Evaluation forms.

10) Certification

- Certification exam.