**ITIL® Intermediate: Continual Service Improvement**

**Lesson Plan**

<table>
<thead>
<tr>
<th>Delivery:</th>
<th>e-Learning</th>
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<tbody>
<tr>
<td>Certificate:</td>
<td>Examination (included)</td>
</tr>
<tr>
<td>Accredited By:</td>
<td>EXIN</td>
</tr>
<tr>
<td>Mock Exam:</td>
<td>Included in Course (x2)</td>
</tr>
<tr>
<td>Duration:</td>
<td>29 hours, self-paced</td>
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<tr>
<td>Language:</td>
<td>English</td>
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</table>
This Lesson Plan
This lesson plan provides you with all the information about the ITIL Continual Service Improvement Design e-learning course. Before you begin your studies, please read through this document to help you plan your studying and revision activities.

Good luck!

Tutor Support
Contact your tutor at any point during the course on itil-tutor@goodelearning.com

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UK  +44(0) 8435 235 096
USA +1(917) 472-9842
support@goodelearning.com

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Welcome
Welcome to the ITIL Continual Service Improvement Certification course.

The ITIL Continual Service Improvement qualification is one of five ITIL Service Lifecycle Courses and will provide you with guidance that focuses on the design of IT services and covers the architectures, processes, policies and documentation that will enable you to design services that meet the needs of the organization or programme.

This is an accredited, interactive e-learning course for students who wish to become certified in ITIL Continual Service Improvement. As well as in-depth visual learning content, the online course contains audio and video narrations, quizzes and practice exams.

There are 2 objectives of this course. The first is to gain an introductory overview of the Service management lifecycle, its key processes, roles etc. You also want to pass the exam! It is the aim of the course to satisfy both.

- The course contains a number of videos, with a voiceover commentary.
- You may stop and start the course whenever you like.
- Do not try and cover too much material at once; a benefit of e-learning is that you can take your time.
- Use the quizzes to check that you have understood the previous session. Where you have answered incorrectly, read the guidance, and then review that topic again.
- Use the exercises to further consolidate your learning. Remember, this course is not just about passing an exam; it is to give you an awareness of the importance of IT Service Management in real-life.
- The Case Study slides show you how the framework might be used in a fictional organization.
- Remember you can ask the tutor at any time, and will receive an email reply within 24 hours.

Prerequisites
This course is part of a range of ITIL Intermediate Level Qualifications. Before taking this course you must have successfully completed and passed one of the following foundation level qualifications:

- ITIL v3 or 2011 Foundation, or
- ITIL v2 Foundation and v2/v3 Foundation Bridge.
- The ITIL Continual Service Improvement Certificate is part of the ITIL Intermediate lifecycle stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

Who will Benefit from this Course?
This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Continual Service Improvement at management level, but not specific details about each of the supporting processes.

It is also suitable if you have completed the ITIL Foundation certificate, and you are wishing to advance to higher level ITIL certifications.

Course Materials
When you log in to the course you will have access to the following learning materials.

A series of interactive tutorials that cover the following topics:

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Processes
- Continual Service Improvement Technology Related Activities
- Organizing for Continual Service Improvement
- Technology Considerations
- Implementation of Continual Service Improvement
- Challenges, Critical Success Factors and Risks
- Exam Preparation
Exercises/Personal Revision

There are a number of exercises which can be used for personal revision, to consolidate learning. They also help to break up the videos.

Quizzes

Every module ends with a number of multiple choice quiz questions. These match, as far as is possible, the format of the official exam, and are intended to be equally challenging. By having these quiz sessions after each module, you will gain confidence that you are meeting the learning objectives of this qualification.

Additionally, the course contains the following:

• Exercises in a downloadable exercise booklet, to further consolidate your learning.
• Suggested answers to the exercises in a downloadable booklet.
• A downloadable copy of the official Acronyms document.
• A downloadable copy of the official Glossary which is also available online throughout the course.
• Two official Mock exams, with answers
• A number of additional downloadable resources which concentrate on a key concept or process.

Mock Exams

We strongly encourage you to attempt both mock exams as part of your revision. The mock exams are intended to closely simulate the exam conditions that you will face when taking the real thing. Tutor support is available if you are struggling to achieve a pass mark.

How to Book an Exam

You can book an EXIN Anywhere exam via the Exin Anywhere website. You will first need to create an EXIN account by filling in your personal details.

In order to book your exam, you will need an Exam Voucher. If you purchased this with your course, when you think you are ready to book, please contact us and we will send one immediately. The exam voucher is valid for 1 year from the date of issue.

How to Take the Exam

Because the exam is taken online, you can take it at a location and time that suits you.

Using Exin Anywhere software, your computer’s webcam and microphone records your exam session from start to finish.

At the end of the exam, the recorded video and audio is then sent to Exin, to be reviewed retrospectively by a remote proctor. The proctor will look at the recorded footage to check you have complied with exam guidelines.

You will receive the final result within 10 days by e-mail and post.

A video introduction to Exin Anywhere and the exam process is available via the following link: https://www.youtube.com/watch?v=NqeEx8yNui4

What does the ITIL Continual Service Improvement Exam Consist of?

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

How to Get Help from our ITIL Trainer and Mentor

For all enquiries, a qualified ITIL Tutor can always be reached by e-mail (itil-tutor@goodelearning.com) or by clicking a link from the ‘support section’ within the course. You will receive a response to your ITIL question or query within 24 hours.
### Detailed Lesson Plan

The following tables summarise each of the modules, their learning objectives, and the method(s) of delivery. The total studying time required for this course is 29 hours.

#### Module 1: Introduction (3 hours)

Upon starting Module 1, you will receive detailed instructions for navigating the e-learning course and how to access support for your studies.

<table>
<thead>
<tr>
<th>Session Title</th>
<th>Duration</th>
<th>Learning Objective</th>
<th>Delivery Method</th>
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<tbody>
<tr>
<td>Lesson 1: Introduction</td>
<td></td>
<td>Understand and describe:</td>
<td>Video and Voiceover</td>
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<tr>
<td></td>
<td></td>
<td>• The purpose of continual service improvement (CSI 1.1.1)</td>
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<td></td>
<td></td>
<td>• The objectives of continual service improvement (CSI 1.1.2)</td>
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<td></td>
<td></td>
<td>• Continual service improvement's value to the business (CSI 1.1.4)</td>
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<tr>
<td>Lesson 2: Introduction</td>
<td>2 hours</td>
<td>Understand and describe:</td>
<td>Video and Voiceover</td>
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<tr>
<td></td>
<td>(for Lessons 1 to 3)</td>
<td>• The Continual Service Improvement approach (CSI 3.1)</td>
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<td>• The input required from the business for effective improvement (CSI 3.1.1)</td>
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<tr>
<td>Lesson 3: CSI Approach and Business Input</td>
<td></td>
<td>Understand and describe:</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The Continual Service Improvement approach (CSI 1.2)</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• The input required from the business for effective improvement (CSI 3.1.2)</td>
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</tr>
<tr>
<td>Exercise</td>
<td>30 mins</td>
<td>Continual service improvement basics exercise</td>
<td>Text</td>
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<td></td>
<td>(to include review)</td>
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<tr>
<td>Quiz</td>
<td>8 mins</td>
<td>4 quiz questions to consolidate learning. Each question has an explanation provided, and the student may review their answers.</td>
<td>Multiple Choice Questions</td>
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<td>(to include review)</td>
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#### Module 2: Continual Service Improvement Principles (3 hours)

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<tr>
<th>Session Title</th>
<th>Duration</th>
<th>Learning Objective</th>
<th>Delivery Method</th>
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</thead>
<tbody>
<tr>
<td>Introduction</td>
<td></td>
<td>The learning objectives for this lesson cover the knowledge, interpretation and analysis of continual service improvement principles:</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Organizational change</td>
<td></td>
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<td></td>
<td></td>
<td>• CSI register</td>
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<td></td>
<td></td>
<td>• CSI and service frameworks</td>
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<td></td>
<td></td>
<td>• Deming cycle</td>
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<td></td>
<td></td>
<td>• Governance</td>
<td></td>
</tr>
<tr>
<td>Lesson 1: Continual Service Improvement</td>
<td>2 hours</td>
<td>The learning objectives for this lesson cover the knowledge, interpretation and analysis of CSI principles:</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Principles</td>
<td>(for Lessons 1 and 2 together)</td>
<td>• How the success of CSI depends upon an understanding of change within an organization and clear and unambiguous accountability and ownership (CSI 3.2, CSI 3.3)</td>
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<td>• It is important to understand how the CSI register supports the application of CSI, and makes use of knowledge management as part of an improvement initiative (CSI 3.3)</td>
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<td></td>
<td>• How CSI drives the adoption of, and is influenced by service level management and how frameworks, models, standards and quality systems fully support the concepts embodied in CSI (CSI 3.4, CSI 3.6)</td>
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<td></td>
<td></td>
<td>• How the Deming Cycle is critical to both the implementation and application of CSI (CSI 3.8)</td>
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</tr>
<tr>
<td>Lesson 2: Continual Service Improvement</td>
<td>30 mins</td>
<td>The learning objectives for this lesson cover the knowledge, interpretation and analysis of CSI principles:</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Principles</td>
<td>(to include review)</td>
<td>• CSI 7 step process (CSI 4.1)</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• IT Governance</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Frameworks, models, standards and quality systems (CSI 3.11)</td>
<td></td>
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<tr>
<td>Exercise</td>
<td></td>
<td>CSI register exercise</td>
<td>Text</td>
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<tr>
<td>Quiz</td>
<td>12 mins</td>
<td>5 quiz questions to consolidate learning</td>
<td>Multiple Choice Questions</td>
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<td>(to include review)</td>
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Module 3: Continual Service Improvement Processes (5 hours)

<table>
<thead>
<tr>
<th>Session Title</th>
<th>Duration</th>
<th>Learning Objective</th>
<th>Delivery Method</th>
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</thead>
<tbody>
<tr>
<td>Introduction</td>
<td></td>
<td>The module covers the managerial and supervisory aspects of the CSI process. It excludes the day-to-day operation of each process. More detailed process operation guidance is covered in the service capability courses. Each process is considered from the management perspective. That means at the end of this module you should understand those aspects that would be required to understand each process and its interfaces, oversee its implementation and judge its effectiveness and efficiency.</td>
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</tr>
<tr>
<td>Lesson 1: CSI Process - Part 1</td>
<td>3 hours, 30 mins (for Lessons 1 to 3)</td>
<td>Understand, describe and apply the following topics: • The purpose, objectives and scope of the process and its value to the business (CSI 4.1.1 - CSI4.1.3) • The policies, principles and basic concepts which apply to it (CSI 4.1.4)</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Lesson 2: CSI Process - Part 1</td>
<td></td>
<td>Understand, describe and apply the following topics: • High level process activities, methods and techniques (CSI 4.1.5)</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Lesson 3: CSI Process - Part 2</td>
<td></td>
<td>Understand, describe and apply the following topics: • Triggers, inputs, outputs and interfaces (CSI 4.1.6) • CSFs and KPIs, challenges and risks (CSI 4.1)</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Exercise 1</td>
<td>45 mins (to include review)</td>
<td>Continual Service Improvement process exercise</td>
<td>Text</td>
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<tr>
<td>Exercise 2</td>
<td>30 mins (to include review)</td>
<td>CSI across the lifecycle</td>
<td>Text</td>
</tr>
<tr>
<td>Quiz</td>
<td>18 mins (to include review)</td>
<td>8 quiz questions to consolidate learning</td>
<td>Multiple Choice Questions</td>
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</table>
## Module 4: CSI Methods and Techniques (9 hours)

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<th>Session Title</th>
<th>Duration</th>
<th>Learning Objective</th>
<th>Delivery Method</th>
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<tbody>
<tr>
<td>Introduction</td>
<td></td>
<td>This module introduces the methods and techniques which are primarily used to deliver CSI. The area of focus in this module relates to how to perform and interpret assessments, gap analysis, benchmarking, service measurement, metrics, balanced scorecards, SWOT analysis, service reports and return on investment. The module also explains how CSI can use availability, capacity, IT service continuity and problem management to support its activities.</td>
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</tr>
<tr>
<td>Lesson 1: Assessments and Gap Analysis</td>
<td>6 hours, 30 mins (for Lessons 1 to 5)</td>
<td>Understand, describe, apply, or analyze:  - How to perform and interpret assessments and gap analysis (CSI 5.2.5)</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Lesson 2: Benchmarking</td>
<td></td>
<td>Understand, describe, apply, or analyze:  - How to perform and interpret benchmarking. (CSI 5.3)</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Lesson 3: Service Measurement and Metrics</td>
<td></td>
<td>Understand, describe, apply, or analyze:  - How to perform and interpret service measurement and metrics. (CSI 5.4)</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Lesson 4: Methods and Techniques - Part 1</td>
<td></td>
<td>Understand, describe, apply, or analyze:  - How to perform and interpret balanced scorecards, SWOT analysis, and service reports (CSI 5.5)</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Lesson 5: Methods and Techniques - Part 2</td>
<td></td>
<td>Understand, describe, apply, or analyze:  - How to perform and interpret return on investment How CSI can use availability, capacity, IT service continuity and problem management to support its activities. (CSI 5.7 - CSI 5.8)</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Exercise 1</td>
<td>20 mins (to include review)</td>
<td>Requirement catalogue exercise</td>
<td>Text</td>
</tr>
<tr>
<td>Exercise 2</td>
<td>30 mins (to include review)</td>
<td>Benchmarking exercise</td>
<td>Text</td>
</tr>
<tr>
<td>Exercise 3</td>
<td>30 mins (to include review)</td>
<td>Interpreting metrics</td>
<td>Text</td>
</tr>
<tr>
<td>Exercise 4</td>
<td>20 mins (to include review)</td>
<td>CSFs and KPIs exercise</td>
<td>Text</td>
</tr>
<tr>
<td>Exercise 5</td>
<td>30 mins (to include review)</td>
<td>Balanced scorecard exercise</td>
<td>Text</td>
</tr>
<tr>
<td>Quiz</td>
<td>12 mins (to include review)</td>
<td>5 quiz questions to consolidate learning</td>
<td>Multiple Choice Questions</td>
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### Module 5: Organizing for Continual Service Improvement (2 hours)

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<th>Duration</th>
<th>Learning Objective</th>
<th>Delivery Method</th>
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<tbody>
<tr>
<td><strong>Introduction:</strong> Organizing for CSI Introduction</td>
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</tbody>
</table>
| **Lesson 1:** Organizing for CSI - Part 1 | 1 hour, 30 mins (for Lessons 1 and 2 together) | This learning unit covers:  
- Roles relevant to CSI and their responsibilities, skills and competencies, including: service owner, process owner, process manager, process practitioner and CSI manager (CSI 6.3)  
- Nature of the activities and the skills required for the seven-step improvement process (CSI 6.8)  
How authority matrices (RACI) are used by CSI | Video and Voiceover |
| **Lesson 2:** Organizing for CSI - Part 2 | | | |
| Exercise 1 | 30 mins (to include review) | Comparison of roles exercise | Text |
| Exercise 2 | 30 mins (to include review) | Roles in the CSI 7 steps | Text |
| Quiz | 8 mins (to include review) | 4 quiz questions to consolidate learning. | Multiple Choice Questions |

### Module 6: Technology Considerations (1 hour)

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<th>Session Title</th>
<th>Duration</th>
<th>Learning Objective</th>
<th>Delivery Method</th>
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| **Lesson 1:** Technology Considerations Introduction | | Understand, describe, apply and analyze:  
- The technology and tools used to support CSI, in particular, holistic IT service management tools as well as tools for system and network, event, performance, project and portfolio and financial management. (CSI 7.1)  
Other related areas covered in this unit are automated incident and problem resolution, statistical analysis tools and business intelligence/reporting. | Video and Voiceover |
| Quiz | 6 mins (to include review) | 3 quiz questions to consolidate learning | Multiple Choice Questions |

### Module 7: Implementing Continual Service Improvement (3 hours)

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<tr>
<th>Session Title</th>
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<th>Learning Objective</th>
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| **Introduction** | | Understand, describe and analyze:  
- Factors to be considered when implementing Continual Service Improvement  
Specifically, when and where to start, the role of governance and the effect of organizational change and communication strategies and planning. (CSI 8.1, 8.2, 8.3, 8.4, 8.5) | Video and Voiceover |
| **Lesson 1:** Implementing Continual Service Improvement - Part 1 | 2 hours (for Lessons 1 and 2 together) | Understand, describe and analyze:  
- When and where to start, the role of governance (CSI 8.1, 8.2, 8.3) | Video and Voiceover |
| **Lesson 2:** Implementing CSI - Part 2 | | Understand, describe and analyze:  
The effect of organizational change and communication strategies and planning (CSI 8.4)  
Communication strategy and plan exercise | Video and Voiceover |
| Exercise 1 | 30 mins (to include review) | Communication strategy and plan exercise | Text |
| Exercise 2 | 30 mins (to include review) | Effect of organizational change on CSI | Text |
| Quiz | 8 mins (to include review) | 3 quiz questions to consolidate learning | Multiple Choice Questions |
Module 8: Challenges, CSF’s and Risks (1 hour)

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<tbody>
<tr>
<td>Challenges, CSFs</td>
<td>1 hour</td>
<td>The learning objective for this module is to understand the challenges, risks and critical success factors relating to CSI. (CSI 9.1, 9.2, 9.3, CSI 4.1.13, CSI 4.1.12, CSI 4.1.13)</td>
<td>Video and Voiceover</td>
</tr>
<tr>
<td>Quiz</td>
<td>4 mins</td>
<td>2 quiz questions to consolidate learning</td>
<td>Multiple Choice Questions</td>
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<td>(to include review)</td>
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Module 9: Exam Preparation (2 hours)

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<tbody>
<tr>
<td>Exam Preparation</td>
<td>2 hour</td>
<td>This unit summarizes the material covered in the previous units and prepares candidates for the examination. It is likely that most course providers will wish to offer and review at least one opportunity for a mock examination.</td>
<td>Video and Voiceover</td>
</tr>
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</table>
ITIL Terminology

After studying this course you should be able to understand the meanings of the following terms in the context of continual service improvement. A full ITIL glossary with definitions is available from within the course and as a PDF download.

Accounting
Analytical Modelling
Application Portfolio
Asset
Billing
Budgeting
Business Case
Business Impact Analysis
Business Objective
Business Relationship
Business Unit
Capability
Capacity Plan
Capital Cost
Change Proposal
Charging Policy
Contract
Control Perspective
Core Service
Cost Centre
Cost Element
Cost Model
Cost Type
Cost Unit
CSI Register
Customer Agreement
Customer Portfolio
Customer-Facing Service
Depreciation
Design Co-ordination
Direct Cost
Economies of Scale
Effectiveness
Efficiency
Enabling Service
Enhancing Service
Excitement Factor
External Customer
External Service Provider
Financial Year
Fixed Cost
Function Service Charter
Indirect Cost
Insourcing
Internal Customer
Internal Rate of Return
Internal Service Provider
ISO 9001
ISO/IEC 20000
IT Service Management
IT Steering Group
Kano Model
Management Information
Management System
Market Space
Mission
Modelling
Near-Shore
Net Present Value
Network
Notional Charging
Off-Shore Value
On-Shore
Operational Cost
Opportunity Cost
Pattern of Business Activity
Plan-Do-Check-Act
Portfolio
Profit Centre
Project
Real Charging
Return on Investment Manager
Service Analytics
Service Catalogue
Service Contract
Service Knowledge Management System
Service Level Agreement
Service Model
Service Option
Service Owner
Service Portfolio
Service Provider
Service Provider Interface
Supplier
Supporting Service
Total Cost of Utilization
Type I Service Provider
Type II Service Provider
Type III Service Provider
Unit Cost
User Profile
Value Chain
Vision