ITIL3-IMPR - ITIL® Intermediate Lyfecicle Continual Service Improvement

ITIL® - - Project Management e Best Practice

Durata:	Lingue:	Certificazione:
3 Giorni	**Italiano**	**-**

Descrizione del corso

The ITIL® 2011 Intermediate Qualification: Continual Service Improvement (CSI) Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL® Continual Service Improvement publication. In order to access ITIL® Intermediate Lyfecicle Continual Service Improvement course and exam, you must have obtained ITIL® v3 Foundation certificate. The certification exam will be taken by the participants at the end of the course. The course includes the official teaching material and the related exam in electronic format. ITCore Group is a Reseller of Accredited ITIL® training courses provided by Green Mill Solutions, accredited ATO by Peoplecert. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. All AXELOS Limited related training courses (ITIL® and PRINCE2®) will only be delivered including certification exams.

Programma

- Introduction to CSI
- CSI principles
- CSI process
- CSI methods and techniques
- Organizing for CSI
- Technology considerations
- Implementing CSI

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- Challenges, critical success factors and risks

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