

ITIL: CSI

Course Introduction

3m

Course Introduction

Chapter 01 - Course Introduction

13m

Lesson: Course Organization

Welcome to the Course!

Mentoring Community Introductions

Why Are You Here?

Using Bloom's Taxonomy

What do you Expect?

Housekeeping Online

Lesson: Course Conventions & Agenda

Conventions Used

Quizzes & Exercises

ITIL Qualification Scheme

ITIL Lifecycle Exam

Getting Started with an Online Class

Chapter 01 Review

Chapter 02 - Continual Service Improvement

44m

Lesson: Introduction to CSI

CSI & the Service Lifecycle

Managing Across the Lifecycle

Purpose, Goals, & Objectives of CSI

Scope of CSI

Value of CSI

Lesson: Principles of CSI

Principles of CSI

CSI Approach

Business Questions for CSI

CSI & Organizational Change

Ownership

CSI Register

Drivers

Service Level Management

Knowledge Management

PDCA & Continual Improvement

Value of Benchmarking

Service Measurement

Baselines

Metrics & Measurement

7-Step Improvement Process

Governance

Frameworks, Models & Quality Systems

Role Definitions

Lesson: CSI Summary

Continual Service Improvement Summary

Chapter 03 - 7-Step Improvement Process

47m

Lesson: 7-Step Improvement Introduction

Introduction

Purpose, Goals & Objectives

Scope

Business Value

Policies, Principles & Concepts

Lesson: 7-Step Improvement Activities

7-Step, Activities, Methods & Techniques

Step 1 - Strategy for Improvement

Step 2 - Define Measurement

Step 3 - Gather Data

Step 4 - Process Data

Step 5 - Analyze Information & Data

Vision to Measurement

Step 6 - Present & Use Information

Service Level Agreement Monitoring Chart

Step 7 - Implement Improvement

Lesson: Lifecycle Integration

Lifecycle Integration

Financial Management

Service Level Management

Availability & Capacity Management

Security Management

Change Management

Incident Management & Service Desk

Problem Management

Metrics & Measures

Reporting Policy & Rules

Lesson: 7-Step Improvement Context

Relationships

Triggers, Inputs & Outputs

Information

Critical Success Factors

Challenges & Risks

Lesson: 7-Step Improvement Process Summary

7-Step Improvement Process Summary

Checkpoint

Chapter 03 Review

Chapter 04 - Reporting, Methods & Technology

1hr 3m

Lesson: Reporting & Measurement

Reporting & Measurements

Reporting

Service Measurement

Objectives

Measurement & Reporting Frameworks

Reporting Levels

Management Domains

Measurement Definition

Setting Targets

Process Measurements

Measurement Framework Grid

Scorecard & Reports

Return on Investment

CSI & Service Level Management

Lesson: CSI Methods & Techniques

Methods & Techniques

Assessment

Gap Analysis

Service Gap Model

Benchmarking

Measurement & Reporting Frameworks

Balanced Scorecard

S.W.O.T. Analysis

The Deming Cycle

Other Lifecycle Process & Methods

Availability

Capacity

Continuity Management

Problem Management

Change, Release & Deployment Management

Knowledge Management

Lesson: Technology for CSI

Tools & Technology

IT Service Management Suits

System & Network Management

Event Management

Incident/Problem Management

Performance Management

Statistical Analysis

Project & Portfolio Management

Financial Management

Business Intelligence Reporting

Lesson: Reporting, Methods & Technology Summary

Reporting, Methods & Technology Summary

Checkpoint

Chapter 05 - CSI Organization & Implementation

47m

Lesson: Organizing for CSI

Organizing CSI

Mapping Activities & Skills

Who Does What to Whom?

The RACI Model

Functional Role Analysis

Activity Analysis

Roles & Responsibility

Service Owner

Process Owner

Process Manager

Process Practitioner

CSI Manager

Lesson: Implementing CSI

Getting Started

Governance

CSI & Organizational Change

Communication Strategy & Plan

Roles & Inputs to CSI Approach

Challenges

Critical Success Factors

Risks

Lesson: CSI Technology & Implementation Summary

CSI Organization & Implementation Summary

Checkpoint

Chapter 05 Review

Total Duration: 3hrs 37m