

2012

ITIL® Continual Service Improvement (CSI) Video Training Guide



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The first step in establishing a connection to the mentoring community is to become a member of the LinkedIn Group “My ITSM Mentoring Community.” You can do this by going online to the professional networking community www.Linkedin.com, registering as a member (if you are not already a member), and joining the group [My ITSM Mentoring Community™](#). You may go directly to the group by clicking on the “Mentoring Community” link just below the “Login” link on the opening page of the online Learning course.

Once you are a member you can post your questions on the discussion board. The discussion board is monitored daily (9 AM to 9PM Eastern Time) by our team of ITIL Expert Mentors along with other students taking the online training programs. This forum will enable you to get answers to any questions you might have as you go through the program you purchased.

Students should also [register](#) to receive our periodic Do IT Yourself (DITY) continuing education newsletter. Each newsletter provides practical guidance on the key topics associated with ITIL and ITSM. Missed an issue? The DITY™ archive contains all issues organized by topic. Select a topic of interest and browse our archive for all the back-issues.

Step #4 - Follow the Video Training Plan Listed Below

The training plan below outlines in order the reading, lectures and testing components a student must complete to successfully prepare for the exam. Please refer to them in the order shown below.

If you are attending a scheduled **classroom or blended learning program**, please follow the schedule outlined by your training provider. If you are taking a **remote program**, feel free to set up a training schedule that aligns best with personal and professional schedules.

1. Read the Syllabus Sections Identified in the Video Training Plan
This will help you become familiar with the exam qualification scheme
2. Read the Core Publication Sections Identified in the Video Training Plan
While reading the core books is not mandatory to sit for the exam, the syllabus strongly recommends it as part of it's prerequisite entry criteria
3. Watch the Video Lectures and Reach out to the Community with Questions
Watch the instructor lectures on video, refer to the student manual for amplifying information, reach out to the community with questions, take notes in the workbook & complete all module exams & checkpoints until you score an 80% or higher
4. Take the Sample Exams to Understand your Exam Readiness
Review relevant videos & courseware to shore up problem areas. Reach out to the mentoring community for exam taking advice. Work with the training provider to schedule your exam when you have scored an 80% or higher on the sample exams

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For each section listed, read the syllabus first followed by the core book section then the video training program

Self-Paced Training Schedule (set by the student)	Chapter/Lesson/Topic	Read the Syllabus	Read the CSI core ITIL book sections listed below (optional but highly recommended)	Watch Videos	Section Complete √
				Take Notes in Workbook	
				Refer to Courseware for Amplifying Text	
				Complete End of Chapter Quizzes and Checkpoints	
Dates	Chapter 1: Course Introduction	Section #	Section #	Video #	
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Course Organization			1.0	
	Welcome to the Course!	n/a	n/a	1.1	
	Mentoring Community Introductions	n/a	n/a	1.2	
	Why Are You Here?	n/a	n/a	1.3	
	Using Bloom's Taxonomy	n/a	n/a	1.4	
	What do you Expect?	n/a	n/a	1.5	
	Housekeeping Online	n/a	n/a	1.6	
	Lesson 2 Course Conventions & Agenda			2.0	
	Conventions Used	n/a	n/a	2.1	
	Quizzes & Exercises	n/a	n/a	2.2	
	ITIL Qualification Scheme	n/a	n/a	2.3	
	ITIL Intermediate Exams	n/a	n/a	2.4	
	Getting Started with an Online Class	n/a	n/a	2.5	
	End of Chapter Quiz	n/a	n/a	2.6	
	Chapter 2: CSI Introduction				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 3 Introduction CSI			1.0	
	CSI & the Service Lifecycle	CSI01	1.2	1.1	
	Managing Across the Lifecycle	CSI01	1.2	1,2	
	Purpose, Goals & Objectives of CSI	CSI01	1.1.1	1.3	
	Scope of CSI	CSI01	1.1.2	1.4	
	Value of CSI	CSI01	1.1.4	1.5	
	Lesson 4 Principles of CSI			2.0	
	Principles of CSI	CSI02	3	2.1	
	CSI Approach	CSI01	3.1.1	2.2	
	Business Questions for CSI	CSI01	3.1.2	2.3	
	CSI & Organizational Change	CSI02	3.2	2.4	
	Ownership	CSI02	3.3	2.5	

CSI Register	CSI02	3.4	2.6
Drivers	CSI02	3.6	2.7
Value of Benchmarking	CSI02	3.9, 5.3	2.8
Service Level Management	CSI02	3.6	2.9
Knowledge Management	CSI02	3.7	2.10
PDCA & Continual Improvement	CSI02	3.8	2.11
Service Measurement	CSI02	3.9	2.12
Baselines	CSI02	3.9	2.13
Metrics & Measurement	CSI02	3.9	2.14
7-Step Improvement Process	CSI02	3.9	2.15
Governance	CSI02	3.10	2.16
Frameworks, Models & Quality Systems	CSI02	3.11	2.17
Role Definitions	n/a	n/a	2.18
Lesson 5 CSI Summary			3.0
Continual Service Improvement Summary	n/a	n/a	3.1
Checkpoint Instructions	n/a	n/a	3.2
End of Chapter Quiz			
Chapter 2 Review	n/a	n/a	3.3
Chapter 3: CSI Processes			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 6 7-Step Improvement Introduction			1.0
7-Step Improvement Process	CSI03	4	1.1
Purpose, Goals & Objectives	CSI03	4.1.1	1.2
Scope	CSI03	4.1.2	1.3
Business Value	CSI03	4.1.3	1.4
Policies, Principles & Concepts	CSI03	4.1.4	1.5
Lesson 7 7-Step Improvement Activities			2.0
7-Step, Activities, Methods & Techniques	CSI03	4.1.5	2.1
Step 1 - Strategy for Improvement	CSI03	4.1.5	2.2
Step 2 - Define Measurement	CSI03	4.1.5	2.3
Step 3 - Gather Data	CSI03	4.1.5	2.4
Step 4 - Process Data	CSI03	4.1.5	2.5
Step 5 - Analyze Information & Data	CSI03	4.1.5	2.6
Vision to Measurement	CSI03	4.1.5	2.7
Step 6 - Present & Use Information	CSI03	4.1.5	2.8
Service Level Agreement Monitoring Chart	CSI03	4.1.5	2.9
Step 7 - Implement Improvement	CSI03	4.1.5	2.10
Lesson 8 CSI & Lifecycle Integration			3.0
Lifecycle Integration	CSI03	4.1.7, to 4.1.10	3.1
Financial Management	CSI03	4.1.7, to 4.1.10	3.2
Service Level Management	CSI03	4.1.7, to 4.1.10	3.3
Availability & Capacity Management	CSI03	4.1.7, to 4.1.10	3.4

Security Management	CSI03	4.1.7, to 4.1.10	3.5
Change Management	CSI03	4.1.7, to 4.1.10	3.6
Incident Management & Service Desk	CSI03	4.1.7, to 4.1.10	3.7
Problem Management	CSI03	4.1.7, to 4.1.10	3.8
Metrics & Measures	CSI03	4.1.7, to 4.1.10	3.9
Reporting Policy & Rules	CSI03	4.1.7, to 4.1.10	3.10
Lesson 9 7-Step Improvement Context			4.0
Relationships	CSI03	4.1.7	4.1
Triggers, Inputs & Outputs	CSI03	4.1.6	4.2
Information	n/a	n/a	4.3
Critical Success Factors	n/a	n/a	4.4
Challenges & Risks	n/a	n/a	4.5
Lesson 10 CSI Process Summary			5.0
CSI Process Summary	n/a	n/a	5.1
Checkpoint Instructions	n/a	n/a	5.2
End of Chapter Quiz			
Chapter 3 Review	n/a	n/a	5.3
Chapter 4: Reporting Methods & Technology			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 11 Reporting & Measurement			1.0
Reporting & Measurement	CSI04	5.6, 5.7	1.1
Reporting	CSI04	5.7	1.2
Service Measurement	CSI04	5.4	1.3
Objectives	CSI04	5.4	1.4
Measurement & Reporting Frameworks	CSI04	5.4	1.5
Reporting Levels	CSI04	5.4	1.6
Management Domains	CSI04	5.4	1.7
Measurement Definition	CSI04	5.4	1.8
Setting Targets	CSI04	5.5	1.9
Process Measurements	CSI04	5.5	1.10
Measurement Framework Grid	CSI04	5.5	1.11
Scorecard & Reports	CSI04	5.5	1.12
Return on Investment	CSI04	5.6	1.13
CSI & Service Level Management	n/a	n/a	1.14
Lesson 12 CSI Methods & Techniques			2.0
Methods & Techniques	CSI04	5.2	2.1
Assessment	CSI04	5.2 to 5.2.2	2.2
Gap Analysis	CSI04	5.2.5	2.3
Service Gap Model	CSI04	5.2.5	2.4
Benchmarking	CSI04	5.3	2.5
Measurement & Reporting Frameworks	CSI04	5.5	2.6
Balanced Scorecard	CSI04	5.5	2.7

S.W.O.T. Analysis	CSI04	5.5	2.8
The Deming Cycle	n/a	n/a	2.9
Other Lifecycle Processes & Methods	CSI04	5.8	2.10
Availability	CSI04	5.8.1	2.11
Capacity	CSI04	5.8.2 to 5.8.7	2.12
Continuity Management	CSI04	5.8.8	2.13
Problem Management	CSI04	5.8.9	2.14
Change, Release & Deployment Management	n/a	n/a	2.15
Knowledge Management	CSI04	5.8.11	2.16
Lesson 13 Technology for CSI			3.0
Tools & Technology	CSI06	7.1	3.1
IT Service Management Suites	CSI06	7.1.1	3.2
System & Network Management	CSI06	7.1.2	3.3
Event Management	CSI06	7.1.3	3.4
Incident/Problem Management	CSI06	7.1.4	3.5
Performance Management	CSI06	7.1.7	3.6
Statistical Analysis	CSI06	7.1.9	3.7
Project & Portfolio Management	CSI06	7.1.13	3.8
Financial Management	CSI06	7.1.14	3.9
Business Intelligence Reporting	CSI06	7.1.15	3.10
Lesson 14 Reporting Methods & Technology Summary			4.0
Reporting, Methods & Organization Summary	n/a	n/a	4.1
Checkpoint Instructions	n/a	n/a	4.2
End of Chapter Quiz			
Chapter 4 Review	n/a	n/a	4.3
Chapter 5: Organizing & Implementation			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 15 Organizing for CSI	n/a	n/a	1.0
Organizing CSI	CSI05	6	1.1
Mapping Activities & Skills	CSI05	6.3.6	1.2
Who Does What to Whom?	CSI05	6.5	1.3
The RACI Model	CSI05	6.5	1.4
Functional Roles Analysis	CSI05	6.5	1.5
Activity Analysis	CSI05	6.5	1.6
Roles & Responsibilities	CSI05	6.5	1.7
Service Owner	CSI05	6.3.1	1.8
Process Owner	CSI05	6.3.2	1.9
Process Manager	CSI05	6.3.3	1.10
Process Practitioner	CSI05	6.3.4	1.11
CSI Manager	CSI05	6.3.5	1.12
Lesson 16 Implementing CSI			2.0
Getting Started	CSI07	8.1, 8.2	2.1

Governance	CSI07	8.3, A.5	2.2
CSI & Organizational Change	CSI07	8.4	2.3
Communication Strategy & Plan	CSI07	8.5	2.4
Roles & Inputs to CSI Model	CSI07	8.1 to 8.5	2.5
Challenges	CSI08	9.1, 4.1.13	2.6
Critical Success Factors	CSI08	9.2, 4.1.12	2.7
Risks	CSI08	9.3, 4.1.13	2.8
Lesson 17 CSI Organization & Implementation Summary			3.0
CSI Organization & Implementation Summary	n/a	n/a	3.1
Checkpoint Instructions	n/a	n/a	3.2
End of Chapter Quiz			
Chapter 5 Review	n/a	n/a	3.3
Course Closure	n/a	n/a	3.4
Appendix: Continual Service Improvement Syllabus			
Appendix: CSI Inputs & Outputs	CSI01	3.12	
CSI Inputs & Outputs	CSI01	3.12	
CSI I/O with Service Strategy	CSI01	3.12	
CSI I/O with Service Design	CSI01	3.12	
CSI I/O with Service Transition	CSI01	3.12	
CSI I/O with Service Operation	CSI01	3.12	
ITIL v3 Glossary	CSI01	3.12	
Exam Sample Paper #1 -			
Exam Sample Paper #2			

Exam Scheduling

Assuming you have scored an 80% or higher on all module exams and sample exams you are now ready to schedule and take your certification exam