

**KATA Systems Pty Ltd (131694589)**  
**Australia** Tel: +61 (08) 7129 4478 TOLL Free: 1 800 614 213  
97 Pirie Street Level 3 Adelaide Australia 5000  
Australia email: [info@katakata.com.au](mailto:info@katakata.com.au) www.kataIT.com.au



**KATA Systems Pte Ltd (200410663G)**  
**Singapore** Tel: +65-6827 4471 Fax: +65-6827 9601  
105 Cecil Street, #06-01, The Octagon Singapore 069534  
Singapore email: [kata-info@katasystems.com](mailto:kata-info@katasystems.com)  
Website: [www.katasystems.com](http://www.katasystems.com)

## **THE ITIL® EXPERT QUALIFICATION: CONTINUAL SERVICE IMPROVEMENT CERTIFICATE**

The ITIL® Expert Qualification: Continual Service Improvement Certificate – is a free-standing qualification, but also one of six modules that lead to the ITIL Intermediate Expert 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 and strategy as documented in the ITIL Continual Service Improvement Book.

### **Target Group**

The target group of the ITIL Expert: Continual Service Improvement Certificate is:

- Individuals who require a detailed understanding of the ITIL® Continual Service Improvement phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation.
- IT professionals working within or about to enter a Continual Service Improvement environment and requiring a detailed understanding of the processes, functions and activities involved.
- Individuals seeking the ITIL® Expert in IT Service Management for which this qualification is one of the six prerequisite modules.
- Individuals seeking progress towards the ITIL® Advanced Expert in IT Service Management for which the ITIL® Expert is a prerequisite.

### **Learning Objectives**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification.

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Continual Service Improvement technology related activities
- Organisation and technology for Continual Service Improvement
- Understanding Implementation approaches, Challenges, Critical success factors and risks

### **Prerequisite Entry Criteria**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management. Please present as documentary evidence to gain admission.

### **Eligibility for Examination**

To be eligible for the ITIL® Expert Qualification Service Design examination, candidates shall fulfill the following requirements:



- Instruction with an accredited training provider based on this syllabus, as part of a formal, approved training course.
- ITIL® Foundation Certificate in IT Service Management.

Before taking the course it is recommended though not required that candidates have exposure to basic concepts in IT and related work experience of around two years. It is also recommended that students should complete at least 21 hours of personal study in preparation for the examination.

## Syllabus

The ITIL® Expert Qualification; Continual Service Improvement is awarded to those who complete the following eight units of study and successfully pass the relevant multiple choice examination. The units cover the topics listed

### 1. Introduction to Continual Service Improvement

This unit introduces the candidate to concepts and terminology in the field of Continual Service Improvement.

### 2. Continual Service Improvement Principles

This unit will cover general approach and identifies the key elements within Continual Service Improvement. Specifically, after completion of this module students will be expected to understand and be able to articulate the key principles that aid effective Continual Service Improvement

### 3. Continual Service Improvement Process

This unit covers in detail the ITIL processes primarily covered in the Continual Service Improvement phase, and briefly describe the relevant activities relating to other ITIL processes, primarily covered in other phases:

- Describe and explain the 7-step improvement process specifically, the candidate will be able to articulate what is being done at every step and where the information is actually found.
- Describe Service Reporting and Articulate reporting policies and rules
- Define and explain Service Measurement

### 4. Continual Service Improvement methods and techniques

This unit will provide detailed coverage of the activities primarily used to deliver Continual Service Improvement phase.

Specifically, after completing this module, candidates will be able to apply available methods and techniques, select appropriate techniques for circumstances, justify recommendations and application of those techniques including;

- Discuss Benchmarking
- Analyse the Measuring and Reporting frameworks such as the Balance Scorecard and the SWOT analysis

**KATA Systems Pty Ltd (131694589)**  
**Australia** Tel: +61 (08) 7129 4478 TOLL Free: 1 800 614 213  
 97 Pirie Street Level 3 Adelaide Australia 5000  
 Australia email: [info@katakata.com.au](mailto:info@katakata.com.au) www.katakata.com.au



**KATA Systems Pte Ltd (200410663G)**  
**Singapore** Tel: +65-6827 4471 Fax: +65-6827 9601  
 105 Cecil Street, #06-01, The Octagon Singapore 069534  
 Singapore email: [kata-info@katasystems.com](mailto:kata-info@katasystems.com)  
 Website: [www.katasystems.com](http://www.katasystems.com)

- Describe the Deming Cycle
- Illustrate the relationship between CSI and the other service management processes

**5. Organisation for Continual Service Improvement**

This unit considers the roles & responsibilities appropriate within Continual Service Improvement and the Continual Service Improvement focused processes. It will also cover possible Continual Service Improvement organisational structures and their applicability to different circumstances.

**6. Technology for Continual Service Improvement**

This unit will enable delegates to understand and justify and make effective use of appropriate Technology and tools to support the Continual Service Improvement processes and activities

**7. Implementing Continual Service Improvement**

This unit addresses the need for delegates to understand the key considerations in implementing CSI, and to be able to justify the steps needed and justify the application of the key steps

**8. Critical success factors and risks**

Critical success factors and risks that affect the effectiveness of Continual Service Improvement.

**Format of the Examination**

Type Complex Multiple choice, multi-part, scenario based, gradient scored questions  
 Duration Maximum **90** minutes.

Prerequisite: ITIL v3 Foundation Certificate or ITIL v2 Foundation plus Bridge Certificate and completion of an accredited Course from an ITIL Accredited Training Provider

Supervised: Yes

Open Book: No

Pass Score: 65%

Distinction Score: 75%

Paper Based Examination

**Contact us at:**

<b>Email</b>	<a href="mailto:Karen.leo@katasystems.com">Karen.leo@katasystems.com</a>	email us anytime or call during business hours
<b>Australia</b>	Toll Free: 1 800 614 213	Call from anywhere within Australia
<b>China</b>	Tel: (+65) 6827 4471	



**KATA Systems Pty Ltd (131694589)**  
**Australia** Tel: +61 (08) 7129 4478 TOLL Free: 1 800 614 213  
97 Pirie Street Level 3 Adelaide Australia 5000  
Australia email: [info@katakata.com.au](mailto:info@katakata.com.au) www.katakata.com.au



**KATA Systems Pte Ltd (200410663G)**  
**Singapore** Tel: +65-6827 4471 Fax: +65-6827 9601  
105 Cecil Street, #06-01, The Octagon Singapore 069534  
Singapore email: [kata-info@katasystems.com](mailto:kata-info@katasystems.com)  
Website: [www.katasystems.com](http://www.katasystems.com)

<b>Hong Kong</b>	Tel: (+65) 6827 4471	
<b>Singapore</b>	Tel: (+65) 6827 4471	Call our Head office or email us

