

**HEROTEC**  
NETWORK PROFESSIONAL TRAINING

### IT infrastructure Library

<b>Related Certificate</b>	ITIL® Intermediate Qualification: Continual Service Improvement Certificate
<b>Course ID</b>	ITIL v3
<b>Related Exams</b>	Intermediate (Lifecycle stream)
<b>Audience</b>	main target group for the ITIL® Intermediate Qualification: Continual Service Improvement Certificate includes but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects,
<b>Duration</b>	3 Days

PROFE

## **ITIL® Intermediate Qualification: *Continual Service Improvement Certificate***

The ITIL® Intermediate Qualification: Continual Service Improvement Certificate purpose is to learn how to align IT services with changing business needs by identifying and implementing improvements to IT services that support business processes - Support all life cycle stages & to improve Service Effectiveness, Process Effectiveness & Cost Effectiveness.

### **Course Modules**

The ITIL Continual Service Improvement course has been divided into 8 modules to cover the Introduction to Service Management and each of the five Service Lifecycle books as follows:

***Module 1 - Introduction to Continual Service Improvement***

***Module 2 - Continual Service Improvement principles***

***Module 3 - Continual Service Improvement processes***

***Module 4 - Governance***

***Module 5 - Organizing for Continual Service Improvement***

***Module 6 - Technology Considerations***

***Module 7 - Implementing Continual Service Improvement***

***Module 8 - Challenges, critical success factors and risks***

*Herotec is Accredited Organization through APMG International, provides training on all aspects of the ITIL curriculum .*

<http://www.apmg-international.com/AccreditedOrganisations/Herotec.aspx>

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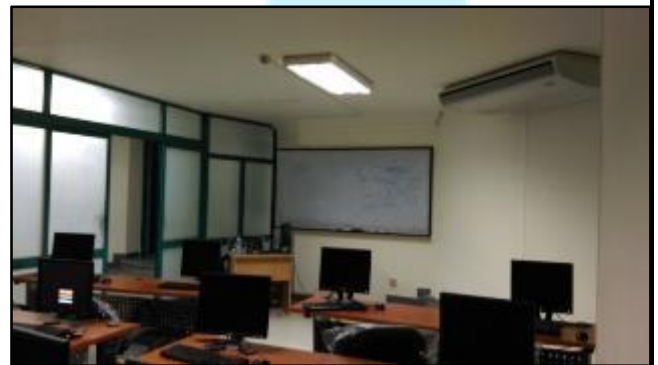
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