



The CSI seminar teaches participants how to achieve sustainable improvements in the IT services offered as part of IT service management.

Participants will learn about the need to deal consciously with the actual and target status. Once a service has been planned and developed, put into operation, and is up and running, the quality must be continually measured in order to unearth potential for improvement. The participants will learn what these measures and observations are, how they are implemented, and how they are used.

The aim is to generate an understanding of how service efficiency is best tailored to the constantly changing needs of a company. This will then lend optimum support to the business processes in question.

#### Content

- Processes and functions relating to
  - CSI improvement process
  - Service reporting
- Organization
- Methods, techniques, and tools
- Implementation
- Exam preparation and Continual Service Improvement certification

#### Certification

The certification exam follows the seminar. It consists of eight multiple-choice questions based on scenarios. Participants must answer at least 70% of these questions correctly in 90 minutes to pass the exam. Three credits are awarded for a pass.

Candidates who take the exam in a language that is not their first, and participants with special requirements (such as health conditions) are entitled to extra time for the exam. Please inform us at the registration stage if you would like us to request from EXIN an extended exam time for you.

#### Participants

Executives, process managers, IT consultants, and project managers, who are responsible for introducing and implementing ITIL® processes.

#### Prerequisites

ITIL® Foundation Certificate in IT Service Management (v3 or later) or the ITIL® Foundation Bridge certificate, and completion of the CSI course at an accredited training organisation.

#### Length

2 days

#### Prices & more information

<http://education.excccon.com/>

#### Seminar terms

All prices are subject to statutory VAT. The General Terms and Conditions of excccon AG apply. We also offer this seminar as in-house training and in German.

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