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Learning Style: On Demand

Provider: ITIL®

Difficulty: Intermediate

Course Duration: 30 Min

Practice Exam - Continual Service Improvement (CSI)



About this Exam:

This exam is intended for individuals who require a detailed understanding of the ITIL® continual service improvement stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an

organization

IT professionals working within or about to enter a continual service improvement environment and requiring an understanding of the concepts, processes, functions and activities involved

Audience:

- Individuals who require a detailed understanding of the ITIL® continual service improvement stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working within or about to enter a continual service improvement environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- Individuals seeking the ITIL® Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite.

Prerequisites:

- Hold the ITIL® Foundation Certificate in IT Service Management (or equivalent)
- In addition, it is desirable that students have a basic IT literacy and around 2 years IT experience and it is recommended that students complete at least 21 hours of personal study by reviewing the syllabus and the ITIL® Continual service improvement publication in preparation for the examination.

Certifications:

This exam qualifies as the one of the 5 components of Service Lifecycle module to earn ITIL® Intermediate Certification.