

ITIL® 4 Practitioner: Continual Improvement

Course Outline

Module 1: Introduction to Continual Improvement

- Key Concepts
- Purpose and Benefits
- Success Factors and Key Metrics
- Key Terms or Concepts

Module 2: Value Streams and Processes

- Processes of the Practice
- Inputs and Outputs
- Key Activities
- Integrate the Practice in the Organisation's Value Streams

Module 3: Organisations and People

- Roles and Competences of the Practice
- Responsibilities of the Key Roles of the Practice
- Position the Practice in the Organisational Structure

Module 4: Information and Technology

- Information and Technology Support and Enable the Practice
- Activities Have HIGH Dependency on Automation Tools
- Learn Tips and Recommendations

Module 5: Partners and Suppliers

- Understand the Role of Partners and Suppliers in the Practice
- Dependencies of the Practice on Third Parties
- Partners and Suppliers Can Support the Practice

Module 6: Continual Improvement Capability Development

- ITIL Capability Model
- ITIL Guiding Principles