Kenel Academy

Unleashing Potential...Transforming Careers

CONTINUAL SERVICE IMPROVEMENT (CSI)

Training Course

2024

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Continual Service Improvement – CSI

Course Overview

In a rapidly evolving business landscape, organizations must continually refine and enhance their IT services to stay competitive and meet customer expectations. The **Continual Service Improvement (CSI) Training Course** is a comprehensive program designed to equip your team with the tools and techniques to achieve ongoing improvements in service quality, customer satisfaction, and operational efficiency.

This interactive, 1-2 day course, built around the **ITIL4 framework**, offers practical insights into identifying opportunities for improvement, implementing effective initiatives, and sustaining a culture of continuous enhancement. Whether hosted onsite or offsite, this training combines engaging activities, real-world scenarios, and actionable strategies to drive service excellence. Participants will receive a **Certificate of Attendance & Achievement**, recognizing their expertise and commitment to driving continual improvement.

Course Syllabus

The CSI course covers a broad range of topics to ensure participants develop a well-rounded understanding of continual improvement principles:

Module 1: Introduction to CSI

- Overview of CSI in ITIL4.
- The role of CSI in maintaining service quality and efficiency.
- Importance and benefits of CSI: ongoing value delivery, cost savings, and enhanced customer satisfaction.
- Understanding services and their relationship to business outcomes.

Module 2: Guiding Principles for CSI

- Focus on value, collaborate, think and work holistically, keep it simple, and optimize and automate.
- Activity: Group exercise identifying service improvement areas.

Module 3: Identifying and Prioritizing Improvement Opportunities

- Techniques for assessing current performance and benchmarking services.
- Tools for measuring performance (KPIs, SLAs, CSFs).
- Aligning improvement opportunities with business objectives.
- Prioritizing improvements using impact-urgency matrices.

Module 4: Implementing Continual Improvement Initiatives

- Road mapping improvements and integrating them into existing processes.

- Handling resistance to change and engaging stakeholders effectively.

- Communication strategies for driving buy-in.

- Activity: Simulation of an improvement initiative implementation.

Module 5: Models, Methods, and Techniques for CSI

- Applying the PDCA cycle, ITIL4 CSI model, and 7-step improvement process.

- Using value stream mapping to visualize and analyze service flows.

Module 6: Organizing for CSI

- Leveraging the CSI Register for tracking progress.

- Understanding key roles (Improvement Manager, Process Owners).

- Tools to support CSI, including dashboards and software solutions.

Module 7: Measuring Success and Sustaining Improvement

- Establishing metrics and KPIs to evaluate improvement initiatives.

- Conducting post-implementation reviews (PIRs) to identify lessons learned.

- Embedding a culture of continuous improvement and celebrating successes.

- Activity: Role-play for conducting a PIR.

Module 8: Challenges, Risks, and CSFs

- Addressing common challenges and obstacles in CSI.

- Identifying critical success factors and mitigating risks during improvement effort.

Course Benefits

By attending the CSI course, your organization will gain:

- **Enhanced Service Quality**: Learn proven techniques to optimize service performance and reliability while minimizing disruptions.

- **Improved Customer Satisfaction**: Align services with customer expectations, addressing pain points and enhancing user experiences.

- **Cost Efficiency**: Identify inefficiencies, streamline processes, and implement improvements that save time and resources.

- **Business Alignment**: Ensure that all service improvements support strategic objectives and deliver measurable value.

- **Actionable Skills**: Gain hands-on experience with tools like KPIs, SLAs, CSFs, and the ITIL4 CSI model, ensuring your team is prepared to drive impactful change

Participants who complete the course will receive a **Certificate of Attendance & Achievement**, signifying their dedication to excellence in Continual Improvement and their readiness to contribute to the organization's success.

Flexible Delivery Options

Our course can be delivered **onsite at your organization** for convenience or **offsite** at a location that provides a dedicated learning environment. With flexible delivery options, we ensure that your team can benefit from this training in the setting that best suits your needs.

Contact Us Today to Schedule Your CSI Training!

Equip your organization with the skills and strategies needed to enhance service quality, align improvements with business goals, and sustain a culture of agility and innovation.

Contact the training and sales team at : info@kenelacademy.com