



ITIL 4 Practitioner: Continual Improvement Course

Overview

The **ITIL 4 Practitioner: Continual Improvement** certification is designed for IT professionals responsible for **identifying, planning, and implementing service improvements** to enhance business value and efficiency. This module focuses on **best practices for continual service improvement (CSI), process optimization, and performance measurement** to ensure sustainable ITSM success.

This course is part of the **ITIL 4 Practitioner certification path**, equipping learners with **practical skills** to drive ongoing enhancements, measure success, and align IT services with evolving business needs.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.
- **Self-Paced eLearning** – Flexible learning at your own pace.
- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.
- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: Introduction to ITIL 4 & Continual Improvement

- Understanding ITIL 4 principles and the CSI model.
- The role of **Continual Improvement** in IT service management.
- Establishing a culture of continuous improvement.

Module 2: Improvement Planning & Strategy

- Defining and setting SMART improvement objectives.
- Aligning IT improvements with business goals.
- Leveraging Agile, Lean, and DevOps methodologies for service improvement.

Module 3: Measurement & Performance Management

- Identifying key performance indicators (KPIs) and success metrics.
- Monitoring service improvements and measuring outcomes.
- Data-driven decision-making for IT service enhancements.

Module 4: ITIL 4 Best Practices for Continual Improvement

- Integrating continual improvement into ITIL 4 service management.
- Overcoming common challenges in process optimization.
- Implementing feedback loops for sustainable improvements.

Module 5: ITIL 4 Practitioner Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.
 - Exam-taking strategies & study techniques.
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Learning Outcomes

After completing this course, candidates will:

- Understand how to **apply continual improvement methodologies** in IT services.
 - Learn **best practices for measuring service performance and optimizing processes**.
 - Gain expertise in **change management, process redesign, and service enhancements**.
 - Be **fully prepared** for the **ITIL 4 Practitioner: Continual Improvement Certification Exam**.
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Who Should Attend?

This course is ideal for:

- IT professionals responsible for **service improvement and performance management**.
 - IT service managers, quality assurance analysts, and business process owners.
 - ITIL 4 Foundation certified professionals aiming to progress to **Practitioner level**.
 - Individuals seeking expertise in **data-driven improvement strategies, CSI frameworks, and ITSM best practices**.
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Prerequisites

To take the **ITIL 4 Continual Improvement exam**, candidates must have:

- **ITIL 4 Foundation Certification**.
 - Basic knowledge of **service improvement, performance tracking, and IT governance**.
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Exam & Certification

ITIL 4 Continual Improvement Exam Details:

- **Exam Provider: PeopleCert (Web-Proctored Exam)**

- **Format:** Multiple Choice
- **Duration:** 60 Minutes
- **Number of Questions:** 40
- **Passing Score:** 70% (28/40 Correct Answers)
- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **modules** required for the **ITIL 4 Practitioner certification path**.
 - Enhances career opportunities in **service improvement, IT performance optimization, and IT governance**.
 - Recognized globally for **effective continual improvement and ITSM excellence**.
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Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 Continual Improvement exam? After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

2. Do I need prior ITIL knowledge? Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

3. What study materials are included? You will receive:


- **Digital eBook**
- **Official ITIL 4 Sample Paper**

4. Do you offer corporate training? Yes! We provide **customized corporate training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

 **Contact Us for Enrollment & Group Discounts**

 **Visit Our Website:** www.learnings24x7.com

 **Call Us:** +61 1300 433 422

 **Email:** hello@learnings24x7.com

Advance Your ITSM Career with ITIL 4 Practitioner: Continual Improvement Certification!