Practice Exam - Continual Service Improvement (CSI)

Modality: On Demand

Duration: 30 Min

About this Exam:

This examination is intended for people who need a comprehensive understanding of the ITIL CSI (continuous service improvement) process of the ITIL service life cycle and how it can be applied to increase the quality of IT service delivery within an enterprise.

IT practitioners employed inside or are about to enter a continuous service improvement framework and needing an awareness of the principles, procedures, roles and tasks included.

Targeted Audience:

- IT professionals.

Prerequisites:

- Possess the ITIL Foundation Certification in ITSM
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Certifications:

ITIL® Intermediate Certification.

Recommended Prerequisite Courses:

None