ITIL® 4 Practitioner: Continual Improvement

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL® 4 Practitioner: Continual Improvement
Related Exam:	ITIL® 4 Practitioner: Continual Improvement

Course Overview

Our ITIL® 4 Practitioner: Continual Improvement training course offers several benefits to individuals, teams and organisations, including but not limited to:

- **Enhanced Service Quality:ITIL® 4 Practitioner equips individuals with the knowledge and tools to continually improve IT service quality.**
- **Efficiency Improvement: The course emphasises efficiency and productivity enhancements.**

About This Course

Our ITIL® 4 Practitioner: Continual Improvement training course offers several benefits to individuals, teams and organisations, including but not limited to:

- **Enhanced Service Quality:** ITIL® 4 Practitioner equips individuals with the knowledge and tools to continually improve IT service quality.
- **Efficiency Improvement**: The course emphasises efficiency and productivity enhancements.
- **Cost Reduction**: Improved efficiency and reduced service disruptions can lead to cost savings.
- **Alignment with Business Objectives**: ITIL® 4 Practitioner helps organisations align their IT services with the business's strategic goals.
- **Risk Reduction**: Continual improvement practices include proactive problem identification and resolution.
- **Professional Development**: Individuals who complete the course gain valuable skills and knowledge that can enhance their career prospects.
- **Competitive Advantage**: Organisations that implement continual improvement practices are better equipped to adapt to changing technology and business landscapes.
- **Measurable Results**: The course emphasises the importance of data-driven decision-making and the use of key performance indicators (KPIs) to measure the success of continual improvement efforts.

Our training package includes the following materials:

- Handouts
- A Full Official Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Live Exams
- Mock-Examination
- Exercises
- Exam Voucher

Who Should Attend

Our ITIL® 4 Practitioner: Continual Improvement training course will benefit several individuals, teams and organisations, including but not limited to:

- IT Professionals
- Service Managers
- IT Leaders and Executives
- Process Owners
- Quality Assurance Professionals
- Business and IT Consultants
- Individuals interested in a career in IT service management or those looking to gain a deeper understanding of how IT services can be improved will also benefit from this course.

Prerequisites & Entry Requirements

General Prerequisites:

The ITIL® 4 Foundation certificate

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Our ITIL® 4 Practitioner: Continual Improvement training course will teach you to become proficient in the following:

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

Detailed Course Outline

Our ITIL® 4 Practitioner: Continual Improvement training course covers the following modules:

Module 1: The key concepts of the practice

1.1. Explain the purpose of the practice

1.2 Describe the PSFs & key metrics of the practice

1.3. Explain the key terms/concepts:

a) improvement

b) vision

c) business as usual

d) improvement register

Module 2: The processes of the practice

2.1 Describe inputs and outputs of the processes

2.2 Describe the key activities of the processes

2.3 Know how to integrate the practice in the organisation’s value streams

Module 3: The roles and competences of the practice

3.1 Describe the responsibilities of the key roles of the practice:

a) continual improvement coordinator

3.2 Know how to position the practice in the organisational structure

Module 4: How information and technology support and enable the practice

4.1 Explain the tools application

4.2 Apply the recommendations on automation

Module 5: The role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties

5.2 Explain how partners and suppliers can support the practice

Module 6: How the ITIL® capability model can be used to develop the practice

6.1 Explain how capability criteria support the practice capability development

Module 7: The recommendations for the practice success

7.1 Understand the recommendations for continual improvement success and how they are supported by the ITIL® guiding principles

Certification Path

ITIL® 4 Practitioner: Continual Improvement

Exam: ITIL® 4 Practitioner: Continual Improvement

Additional Course Details

Nexus Humans ITIL® 4 Practitioner: Continual Improvement training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Practitioner: Continual Improvement course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Practitioner: Continual Improvement?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Practitioner: Continual Improvement course helps prepare you for the ITIL® 4 Practitioner: Continual Improvement certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 Practitioner: Continual Improvement official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day ITIL® 4 Practitioner: Continual Improvement course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Practitioner: Continual Improvement training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Practitioner: Continual Improvement?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Practitioner: Continual Improvement. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Practitioner: Continual Improvement?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Practitioner: Continual Improvement training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 14/11/2026.