ITIL® Managing Across the Lifecycle Course

Certificate: ITIL® Expert in Service Management
Duration: 5 day
Course Delivery: (Virtual) Classroom, Exam

Language: English
Credits: 5 Credits to ITIL Expert
PMI® PDUs: 30

Course Description:

Course Description:
The Managing Across the Lifecycle Certificate is the final module of the Service Lifecycle and/or Service Capability Intermediate courses that leads to the ITIL Expert in IT Service Management recognition. This 5-day course immerses learners in the contents of the ITIL V3 publications; focusing on business, management and supervisory objectives, purpose, processes, functions and activities, and on the interfaces and interactions between the processes covered in the Service Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience:
The Managing Across the Lifecycle course will be of interest to:
- Individuals who require a business and management level understanding of the ITIL V3 core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is the final mandatory module leading to the Expert certification
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted to): CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

Learning Objectives:
At the end of this course, the learner will gain competencies in:
- Introduction to IT Service Management business and managerial issues
- Managing the planning and implementation of IT Service Management
- Management of strategic change
- Risk management
- Understanding organizational challenges
- Service assessment
- Understanding complementary industry guidance

Course Organizational Logistics:

- A maximum of 18 people can attend this course with 1 instructor.
- Classroom with U-shaped seating arrangement
- 2 break out rooms where available
- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 – 5:00 each day – the exam can be scheduled from 3:30 – 5:00 on the last day

Prerequisites:

A maximum of 16 people can attend this course with 1 instructor.

- Classroom with U-shaped seating arrangement
- 2 break out rooms where available
- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 – 5:00 each day – the exam can be scheduled from 3:30 – 5:00 on the last day

Course Material:

- Students receive a copy of the classroom presentation material, practice exam, case study, homework and assignments.
- ITIL best practice core books are available as electronic .pdf, printed book and online subscription versions.

Examination:

- Must have the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate and have obtained a minimum of 15 credits through formal Service Lifecycle or Service Capability certification streams, and have completed the Managing Across the Lifecycle course from an Accredited Training Provider in order to sit the exam
- It is recommended that students should complete at least 28 hours of personal study by reviewing the syllabus and the core ITIL v3 publications in preparation for the examination.
- The syllabus can be downloaded from:
  http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

Credits:

- Upon successful passing of the ITIL v3 Managing Across the Lifecycle exam, the student will be recognized with 5 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 30* *subject to change*

Agenda:

Day 1	Day 2	Day 3	Day 4	Day 5
1. Introduction to IT Service Management Business and Managerial Issues	2. Management of Strategic Change	4. Managing the Planning and Implementation of IT Service Management	6. Service Assessment	8. Exam Preparation and Mock Exam
2. Management of Strategic Change	3. Risk Management			
Lunch				
2. Management of Strategic Change	3. Risk Management	5. Understanding Organizational Change	7. Understanding Complimentary Industry Guidance and Tool Strategies	Exam
	4. Managing the Planning and Implementation of IT Service Management			
Homework (review of the day's material)				