



ITIL® V3 Managing Across the Life Cycle Course Outline

PDU=30

Objectives

- 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

Audience

- 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.

Prerequisites

- Hold the ITIL Foundation Certificate in IT Service Management (2 credits from the V3 Foundation or V2 Foundation plus Bridge Certificate) and have obtained a further 15 credits (a total of at least 17 credits) as a minimum from a balanced selection of ITIL Service Lifecycle or Service Capability qualifications

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.

Duration

5days (Classroom)

Agenda

- Introduction to Business and Managerial Issues
- Management of Strategic Change
- Risk Management
- Managing the Planning and Implementation of IT Service Management
- Understanding Organizational Challenges
- Service Assessment



- Understanding Complementary Industry Guidance and Tool Strategies
- Exam Preparation
- Exam

About the 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 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
- On successfully passing the ITIL Manage Across the Life Cycle exam, the student will be recognized with 5 credits in the ITIL Qualification scheme.