

# Course Outline



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## ITIL® Managing Across the Lifecycle

### Course Description:

The ITIL Expert Certificate in Managing across the Lifecycle is a free-standing qualification, but is also the final module of the Service Lifecycle and/or Service Capability modules that lead to the ITIL SM Expert in IT Service Management. The purpose of this course is to impart and test knowledge across the contents of the ITIL v3 core books; focusing on business, management and supervisory objectives, purpose, processes, functions and activities, as well as on the interfaces and interactions between the processes addressed in the five core ITIL V3 books. The course is interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussion. On completion of the course and the required personal study, delegates will be able to sit the ITIL Expert examination in Managing across the Lifecycle worth 5 credits.

This course will enable participants to:

- Appreciate and analyse IT Service Management business and managerial issues;
- Manage the planning and implementation of IT Service Management;
- Manage strategic change;
- Carry out Risk Management;
- Understand managerial functions;
- Understand organisational challenges;
- Conduct lifecycle project assessment; and
- Understand complementary industry guidance and tool strategies.

### Pre-requisites:

Candidates must already hold the ITIL Foundation Certificate in IT Service Management (2 credits) and have obtained a minimum of a further 15 credits (so a total of at least 17 credits) through formal ITIL Lifecycle or Capability stream qualifications. Documentary evidence of this level of certification will be required before admission to the ITIL SM Expert Managing across the Lifecycle examination is granted.

This course is aimed at 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 organisation. The course will also be of benefit to individuals seeking to attain the ITIL SM Expert in IT Service Management and who wish to obtain this qualification as final mandatory modules leading to this SM Expert. This course and success in the associated examination is also a prerequisite for any individuals wishing to study for the ITIL Advanced SM Expert in IT Service Management.

### Course Content:

21a Peach Street Wokingham Berkshire RG40 1XJ

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Registered Office: Grenville Court Britwell Road Burnham Bucks SL1 8DF Company Registered No: 2442290 – VAT registration No:532 1929 56

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- **Introduction to IT Service Management Business and Managerial Issues**
- **Management of Strategic Change**
  - Lifecycle Positioning and Transition
  - Relationship between Business and IT
  - Challenges, CSFs and Risks
  - Business Benefits
  - Planning and Defining Scope
  - Resource Planning
  - Budgeting and Costing
  - Quality Control
  - Strategic Influencing
  - Customer Liaison
  - Project Termination
- **Risk Management**
  - Challenges, CSFs, Risks
  - Risk Identification
  - Risk Evaluation
  - Corrective Actions
  - Risk Control
  - Transfer of Risks
  - Service Provider Risks
  - Contract Risks
  - Design Risks
  - Operational Risks
  - Market Risks
- **Managing the Planning and Implementation of IT Service Management**
  - Activities during Plan, Do, Check, Act
  - Planning
  - Organising
  - Directing
  - Controlling and Evaluating
  - Organisational Form and Design
  - Policy Resistance

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- **Managing the Planning and Implementation of IT Service Management**
  - **Understanding Organisational Challenges**
  - **Service Assessment**
  - **Understanding Complementary Industry Guidance and Tool Strategies**
- Communication
  - Addressing Maturity Challenges
  - Strategy Generation – Value Creation
  - Addressing Organisational Structure and Transition
  - Addressing Confidentiality, Integrity and Availability of Information
  - Addressing Governance
  - Addressing Balance in Service Operations
  - Value of Measuring
  - Value of Monitoring
  - Reporting
  - Value of Benchmarking
  - Service Portfolio Assessment across the Lifecycle
  - Business Perspective Improvement Model
  - Value of Following CMM

**Course Duration:**

**5 Days**

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