



ITIL® Managing Across the Lifecycle

Duration: 5 days (including exam)

Content

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 organizational challenges
- Conduct lifecycle project assessment
- Understand complementary industry guidance and tool strategies

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® 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® 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.

Topics covered in the course include:

1. Introduction to IT Service Management Business and Managerial Issues:
 - Lifecycle Positioning and Transition
 - Relationship between Business and IT
2. Management of Strategic Change:
 - Challenges, CSFs and Risks
 - Business Benefits
 - Planning and Defining Scope
 - Resource Planning
 - Budgeting and Costing
 - Quality Control
 - Strategic Influencing
 - Customer Liaison
 - Project Termination
3. 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
4. Managing the Planning and Implementation of IT Service Management:
 - Activities during Plan, Do, Check, Act
 - Planning
 - Organizing
 - Directing
 - Controlling and Evaluating
 - Organizational Form and Design
 - Policy Resistance
 - Communication
5. Understanding Organizational Challenges:
 - Addressing Maturity Challenges
 - Strategy Generation – Value Creation
 - Addressing Organizational Structure and Transition
 - Addressing Confidentiality, Integrity and Availability of Information
 - Addressing Governance
 - Addressing Balance in Service Operations
6. Service Assessment:
 - Value of Measuring
 - Value of Monitoring
 - Reporting
 - Value of Benchmarking
 - Service Portfolio Assessment across the Lifecycle
 - Business Perspective Improvement Model
 - Value of Following CMM
7. Understanding Complementary Industry Guidance and Tool Strategies



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Target participants

This course is aimed at individuals who require a business and management-level understanding of the ITIL® core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.

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.

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.

It is important to note that documentary evidence of this level of certification will be required before admission to the ITIL® SM Expert Managing across the Lifecycle examination is granted.

If candidates took all of their previous ITIL® exams with ISEB they need only to bring along their certificates or certificate numbers. If any previous ITIL exams were taken with another examining body (eg EXIN) scanned copies of the certificates must be received by the training organisation prior to the commencement of the course. Please send these to your training booker/sales adviser in order that they can be forwarded.

Pre-work

Delegates are required to familiarise themselves with the Managing Across the Lifecycle syllabus and directory of ITIL® Acronyms, available electronically.

From our experience, delegates who complete all of the pre-course reading are statistically more likely to be successful in the examination and are able to interact more effectively with the course trainer. We recommend you spend approximately 28 hours completing this.

Further self-study is also expected during the evenings of each day of the course.

ITIL® is a registered trade mark of the Cabinet Office

Course Cost - £1299.00

Further details

For further information (including dates and various UK locations) and how to register please call **01895 256 484** or email

info@unicom.co.uk .