# ITIL v3 Managing Across the Lifecycle

## Course Summary

### 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 qualification. This blended MALC course immerses participants 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.

Participants benefit from an optimal mix of learning methods that provides them with the most effective way to build their ITIL knowledge. Participants can complete e-learning modules in their own time to build the right level of knowledge before participating in interactive classroom or virtual classroom sessions where they can apply this knowledge in practice.

### Objectives

At the end of this course, students will be able to:

- Introduce IT Service Management business and managerial issues
- Manage the planning and implementation of IT Service Management
- Manage strategic change
- Understand risk management
- Understand organizational challenges
- Understand Service assessment
- Understand complementary industry guidance

### Topics

- Introduction
- Introduction to Service management Business and managerial Issues
- Management of Strategic Change
- Risk Management
- Managing the Planning and Implementing of IT Service Management
- Understanding Organizational Challenges
- Service Assessment
- Understanding Complementary Guidance and Tool Strategies

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## Course Summary (cont'd)

**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/or Capability 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**

Candidates for this course must:

- 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
- Note: participants who do not meet these required criteria cannot participate in the course. Only those who have received the required credits can join the program and take the examination.
- It is recommended that participants should complete at least 28 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance in preparation for the examination.

**Duration**

Two days

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