Course Outline

ITIL V3 Managing Across the Lifecycle Certification Training

Course Summary

Description

This course brings together the full meaning of a Lifecycle approach to Service Management. The focus is on the strategy, planning, and measuring ITIL practices. Understanding and interacting with the lifecycle phase/process/function interactions and interdependencies are crucial to the successful completion of MALC. It is also expected the candidate can apply the high-level concepts of project management and application design, though these concepts are not directly taught during this course.

It is highly recommended that students have and study the five core Lifecycle books.

Objectives

By the end of this course, students will learn:

- Key concepts of the service lifecycle
- Communication and stakeholder management
- Integrating service management processes across the service lifecycle
- and improving service management capability.

- Managing services across the service lifecycle
- Governance and organization
- Measurement
- Implementing

Topics

- ITIL2011: Managing Across the Lifecycle - Course Introduction
- Service Management and Value
- Service Management Components and Roles
- Key Risk and Knowledge Concepts
- Exercise: MALC Case Study Analysis
- Implement, Assess, Improve Service Management
- Assessment Frameworks
- 7-Step Improvement Process
- Justifying Improvements Financially
- Managing Organizational Change
- Exercise: Develop Assessment Criteria
- Exercise Review: MALC Sample Exam Questions
- Measurements: Metrics
- Measurements: Monitor, Control & Report
- Exercise: Applying Assessment Criteria
- Integration: Strategic Benefits
- Integration: Lifecycle and Phase Inputs & Outputs

- Integration: Value to the Business Part 1
- Integration: Value to the Business Part 2
- Integration: Process Interfaces
- Exercise: Internet Banking Risks
- Exercise Review: MALC Sample Exam Questions
- Managing Services: Requirements & Cross-Lifecycle Support
- Managing Services: Challenges, Risks, CSFs Part 1
- Managing Services: Challenges, Risks, CSFs Part 2
- Exercise: Where's the value?
- Sample Paper 1: Question 3
- What is governance? How is it defined? ISO/IEC 38500
- Organizational Structures
- Organizing Service Management
- Exercise: "We've been outsourced!"
- Stakeholder Management
- Communication
- Exercise: Communicating Change
- Exercise Review: MALC Sample Exam Questions

Course Outline

ITIL V3 Managing Across the Lifecycle Certification Training

Course Summary

Audience

This course is designed for students learn the full meaning of a Lifecycle approach to Service Management. The focus is on the strategy, planning, and measuring ITIL practices

Prerequisite

Candidates must have the following:

- Two (2) credits from the ITIL Foundation certificate V3 or higher (or V2 and the Bridge certifications)
- 15 credits from ITIL Intermediate qualifications

Duration

Eleven hours and fourteen minutes.

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I. ITIL2011: Managing Across the Lifecycle - Course Introduction

II. Service Management and Value
- A. Student perceptions/definitions of Service Management
- B. In-depth look at value and value concepts

III. Service Management Components and Roles
- A. Processes & Functions
- B. Managing process activities via RACI

IV. Key Risk and Knowledge Concepts
- A. Risk Frameworks
- B. Measuring, Mitigating and Reporting Risk
- C. Knowledge management practices to follow, deploy

V. Exercise: MALC Case Study Analysis
- A. Analyzing the MALC Case Study (v1.1)
- B. Key Elements

VI. Implement, Assess, Improve Service Management
- A. Add Service Strategy to your Service Management activities
- B. Strategic Assessments (SWOT)
- C. Strategic Assessment Steps

VII. Assessment Frameworks
- A. Discussion of several Assessment frameworks:
- B. ITIL maturity assessments
- C. ISO/IEC 20000
- D. COBIT
- E. Six Sigma
- F. CMMI
- G. Gap Analysis
- H. Benchmarking
- I. Compare/contrast the various models
- J. Deming Cycle

VIII. 7-Step Improvement Process
- A. The 7 steps
- B. Justifying improvements with a Business Case

IX. Justifying Improvements Financially
- A. ROI: Pre- and Post-Program
- B. Screening and Preference Decisions
- C. CSI & ROI

X. Managing Organizational Change
- A. Impact of improvements
- B. Organizational Change via Kotter and others
- C. Plan/implement Service Management Technologies

XI. Exercise: Develop Assessment Criteria
- A. Assignment of Develop Assessment Criteria
- B. MALC Sample Exam Questions

XII. Exercise Review: MALC Sample Exam Questions
- A. Sample Paper 1: Question 1
- B. Sample Paper 2: Question 6

XIII. Measurements: Metrics
- A. Measuring Business Value
- B. Metrics…in Review
- C. Service Measurement Models
- D. Designing Measurement Systems

ITIL V3 Managing Across the Lifecycle Certification Training

Course Outline (cont.)

XIV. *Measurements: Monitor, Control & Report*
- A. Monitor & Control Systems (Monitoring Loops)
- B. Types of Reporting based on Monitoring
- C. Ties to Event Management

XV. *Exercise: Applying Assessment Criteria*
- A. Review of Developing Assessment Criteria
- B. Assignment of Applying Assessment Criteria

XVI. *Integration: Strategic Benefits*
- A. Ensuring strategic benefits
- B. Building Strategic Benefits into other processes/phases

XVII. *Integration: Lifecycle and Phase Inputs & Outputs*
- A. Generic Lifecycle inputs/outputs
- B. Specific inputs/outputs per lifecycle phase
- C. Handout: Inputs/Outputs v1

XVIII. *Integration: Value to the Business Part 1*
- A. Service Management Processes Demonstrating Value
- B. Value to the Business – Service Strategy & Service Design

XIX. *Integration: Value to the Business Part 2*
- A. Service Management Processes Demonstrating Value
- B. Value to the Business – Service Transition, Service Operation & CSI

XX. *Integration: Process Interfaces*
- A. Interfaces between all Service Management processes
- B. Handout: Process Interface Diagram v1

XXI. *Exercise: Internet Banking Risks*
- A. Review of Applying Assessment Criteria
- B. Assignment of Internet Banking Risks
- C. Exercise Sample Exam Questions

XXII. *Exercise Review: MALC Sample Exam Questions*
- A. Sample Paper 1: Question 6
- B. Sample Paper 2: Question 8

XXIII. *Managing Services: Requirements & Cross-Lifecycle Support*
- A. Managing requirements
- B. The SDP
- C. Cross-lifecycle, cross-support
- D. Improvements
- E. Handout: Customer & Users Measuring Satisfaction v1
- F. Handout: Satisfaction Survey Types v1

XXIV. *Managing Services: Challenges, Risks, CSFs Part 1*
- A. Challenges and Risks for SS, SD, ST
- B. CSFs for SS, SD, ST

XXV. *Managing Services: Challenges, Risks, CSFs Part 2*
- A. Challenges, Risks and CSFs for SS, SD, ST
- B. What is your Top 10 list of challenges, risks, CSFs?

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Course Outline (cont.)

XXVI. *Exercise: Where's the value?*
A. Review of Internet Banking Risks
B. Assignment of "Where's the value?"
C. MALC Sample Exam Questions
D. Module 26: Exercise Review: MALC Sample Exam Questions

XXVII. *Sample Paper 1: Question 3*
A. Sample Paper 2: Question 2
B. Module 27: Governance

XXVIII. *What is governance? How is it defined? ISO/IEC 38500*
A. Where IT (or business) governance is managed – the ISG
B. Management Systems
C. Sourcing and Change Governance

XXIX. *Organizational Structures*
A. Centralized vs. Decentralized Spectrum
B. Organizational Development
C. Organization Structures

XXX. *Organizing Service Management*
A. Organizing the Lifecycle phases – Considerations
B. Competencies of Staff
C. Service Provider Types
D. Organizing Service Delivery
E. Handout: Advantages/Disadvantages of Sourcing Structures v1

XXXI. *Exercise: "We've been outsourced!"*
A. Review of "Where's the value?"
B. Assignment of "We've been outsourced!"

XXXII. *Stakeholder Management*
A. Service Management Stakeholders
B. BRM: Managing Stakeholders
C. BRM Lifecycle Activities & Roles

XXXIII. *Communication*
A. Communication through the Lifecycle Phases

XXXIV. *Exercise: Communicating Change*
A. Review of "We've been outsourced!"
B. Assignment of Communicating Change
C. MALC Sample Exam Questions

XXXV. *Exercise Review: MALC Sample Exam Questions*
A. Review of Communicating Change
B. Sample Paper 1: Question 2
C. Sample Paper 2: Question