

ITIL v3 MANAGING ACROSS THE LIFECYCLE

“This top-level intermediate module focuses on managerial skills.”)

Course Description:

The top level intermediate module ITIL® v3 (version 3) “Managing Across the Lifecycle” offers candidates the ability to enter the advanced level of ITIL v3 certification. This 4-day training includes an optional exam. Passing this exam adds 5 credits towards the 22 required credits to enter the advanced level in IT service management certification based on ITIL v3. This certification completes the lifecycle and capability streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the lifecycle practices.

Course Approach:

During this 4-day instructor-led course, participants will learn to implement, manage and improve service management according to ITIL v3. Interactive lessons and discussions prepare participants for the optional exam: ITIL v3 Intermediate Module - Managing Across the Lifecycle. About 50% of the overall duration consists of practical assignments or exercises to reinforce knowledge learning.

Main Objectives

Candidates can expect to gain competencies in the following upon successful completion of the course:

- Introduction to IT service management business & managerial issues
- Managing the planning and Implementation of IT service management
- Management of strategic change
- Risk management
- Managerial functions
- Understanding organizational challenges
- Lifecycle project assessment
- Understanding complementary industry guidance

Audience:

This course Managing Across the Lifecycle Certificate will be of interest to:

- Documentary evidence of 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 will be required before admission to the ITIL v3 Managing Across the Lifecycle examination is granted.

- Individuals who require a business & 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 to attain the ITIL v3 Service Management Expert.
- Individuals wishing to study for the ITIL v3 Advanced Level in IT Service Management for which this qualification is a prerequisite.
- 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, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of strategy activities within the Service Lifecycle.

Duration

The ITIL v3 Lifecycle Module Managing Across the Lifecycle is a 4-day course that includes the optional 90 minute multiple choice exam.

Number of Participants

The maximum group size for this course is 16 participants.

Course Organizational Logistics:

- A maximum of 16 participants can attend this course.
- Course runs 09:00 – 5:30 each day – the exam can be schedule from 3:30 – 5:00 on the last day

Prerequisites:

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge 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.
- Copy of ITIL Foundation Certificate to be produced one week before the start of the course

Course Student Material:

- Students receive a copy of the classroom presentation material, practice exam, case study, homework and assignments.

FUTURE FRAMEWORKS



About the Examination:

- Evidence of ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate in IT service management (2 credits) and ITIL lifecycle or capability stream certificates (15 credits), obtaining a total of 17 credits from an Accredited Course Provider is required to sit for the exam.
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus in preparation for the examination.
- The syllabus can be downloaded from:
<http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>
- The exam is a complex multiple choice, multi-part, scenario based test for which 90 minutes is allowed to complete it.
- 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.

Credits:

- Upon successful passing of Managing Across the Lifecycle exam, the student will be recognized with 5 credits in the ITIL qualification scheme and will be eligible to apply for the ITIL v3 Expert level certificate.

Why Future Frameworks:

- Future Frameworks is a global leader in Consulting and training solutions in the IT Management and IT Governance best practices domains. The Consultants of Future Frameworks are involved in major ITIL and ISO/IEC 20000 Implementation projects across the globe. Using accredited course materials and trainers accredited by APMG:
<http://www.apmg-international.com/AccreditedOrganisations/FutureFrameworks.asp>