

## ITIL Managing Across the Lifecycle

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL Intermediate Qualification: Managing Across the Lifecycle Certificate is a free-standing qualification, but is also the final module of the Service Lifecycle and/or Service Capability modules that leads to the ITIL Expert in IT Service Management.

### Benefits to the individual

- Recognised professional qualification
- A management level understanding of the ITIL Lifecycle and how it can be implemented to enhance the quality of IT service provision within an organisation
- Final module that leads to the ITIL Expert in IT Service Management. ITIL Expert is a prerequisite for those progressing to ITIL Master

### Benefits to the business

- The adoption and application of proven best practice processes results in improved IT services and increased productivity throughout the business
- Improved customer satisfaction and less down time through quicker fixes
- Better process management leads to increased efficiency and reduced costs
- The framework is flexible, scalable, and systematic and can be used within different organisations irrespective of size or industry

### Audience

CIOs  
IT Managers & Supervisors  
IT Professionals  
IT Operations practitioners  
Those who require a business and management level understanding of the ITIL core Lifecycle & how it may be implemented to enhance the quality of IT service provision within an organisation

### Course duration

Five day. The exam is taken during the fifth day.

### Pre-requisites

Delegates must have passed ITIL Foundation Certificate (2 credits) & have gained at least a further 15 credits from a balanced selection of ITIL Service Lifecycle or Service Capability qualifications. To prepare for the exam, delegates should undertake at least 28 hours of personal study by reviewing the syllabus & the core Lifecycle publications.



## Course outline

Having achieved ITIL Lifecycle and Capability qualifications, delegates taking the Managing Across the Lifecycle course will gain competence in the following areas:

- Introduction to IT Service Management Business and Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Managerial Functions
- Understanding Organisational Challenges
- Lifecycle Project Assessment
- Understanding Complementary Industry Guidance

This course strives to provide an in-depth understanding of the Managing across the Lifecycle activities and how they are used to enhance the quality of IT service provision within an organisation.

The course is conducted through interactive group study using practical examples and activities. Over the five day course, the following topics are covered:

## Course content

### Introduction to IT Service Management Business & Managerial Issues

- Open-loop and closed-loop, when/where to apply each system
- ITSM Monitor Control loops and Complex Monitor Control loops including how/when the control loops are used
- The benefits and business value in relation to people, process and function, supplier relationships and technological alignment

### Management of Strategic Change

- Value creation and critical success components of managing strategic change
- Introduce strategic change supported by a business case that defines the business benefits and the benefits realisation strategy
- Tangible/intangible business benefits and models for measuring each type of benefit

### Management of Strategic Change cont.

- Business Value enhancement through Variable Cost Dynamics and alignment of business policy
- IT and Business alignment through Demand Management, service portfolios and service catalogues

### Risk Management

- Risk within the IT and Business relationship and models for effective evaluation, analysis and identification of Risk
- Management of Risk in the following areas: Service Providers, Contracts, Design, Operations and Markets
- Analysis of Business and IT related Risks as measured by specific critical success factors and the Corrective Actions and/or Transfer of Risks

### Managing the Planning and Implementation of IT Service Management

- The Deming cycle ( "Plan, Do, Check, Act")
- IT Service Management implementation strategy including policy, strategy, design and transition considerations
- Directing, controlling and evaluating – achieving business goals and using feedback
- Communication, Coordination and Control activities when implementing IT Service Management
- Understanding Organisational Challenges
- Organisational maturity and organisational structure
- Governance models and achieving and maintaining balance in Service Operations
- Organisational transition

### Service Assessment

- Service assessment measurements, metrics and monitoring
- The value of benchmarking
- Service Portfolio Assessments and corrective actions

### Understanding Complementary Industry Guidance and Tool Strategies

- COBIT, ISO/IEC 20000, CMMI, Balanced Scorecard, Quality Management, OSI Framework, Annuity, Service Management maturity framework, Six Sigma, Project Management, TQM, Management Governance framework, and tool strategies

## Exam details

The 90 minute, closed book, exam consists of eight multiple-choice, scenario-based, gradient scored questions. Each question will have four possible answer options – one is worth five marks, one is worth three marks, one is worth one mark and one is an incorrect answer worth no marks.

The pass mark is 28/40 or 70%.