

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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ITIL® V3 Managing Across the Lifecycle Certification:

Delivery Format: ILT

Duration: 5 Days

Delivery Format: MLT

Duration: 90 Days

Course Description

This hands on program prepares students for a Certificate in ITIL V3 Service Management – Managing Across the Lifecycle. 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. The Managing Across the Lifecycle subject areas are:

- 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

Who Should Attend

The Managing Across the Lifecycle program will be of interest to candidates who wish to complete the Lifecycle and Capability streams that will enable them to obtain an ITIL® Expert certification in IT service management.

Prerequisites

V3 Foundation Certificate in IT Service Management, 17 credits from previous certification classes along with IT or ITSM operational experience.

Exam

An optional 90 minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board (ISEB). Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded five credits towards ITIL Expert® certification upon successful completion of the exam.

Reference Material

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

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