

Managing Across the Lifecycle - SPO

Managing Across the Lifecycle

This course also prepares participants for the examination leading to the ITIL Certificate: Managing Across the Lifecycle. This 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 certification.

Duration: 90 or 150 day license

Pre-requisites: None

Delivery Methods: Self-Paced On-line

Course Overview

ITIL® (Information Technology Infrastructure Library) is the most widely accepted approach to IT service management best practice.

- Study online at your own pace
- 90 or 150 days online access
- Fully accredited by Loyalist Certification Services
- Includes videos, quizzes, exercises, study guides and official syllabus and sample exams
- Exam Voucher
- Tutor support available via email
- Exam value: 3 ITIL credits

Course Content

- 8 Modules, divided into easy to absorb lessons
- Study duration: 30 hours mandatory study, also 28 hours self-study with the syllabus and ITIL core volumes is recommended

Topics include:

- Key concepts of the service lifecycle
- Communication and stakeholder management
- Integrating service management processes across the lifecycle
- Managing services across the lifecycle
- Governance and the organisation

- Measurement
- Implementing and improving service management capability
- Preparing for the exam

The license will start from the date you receive your login and password.

Knowledge Objectives

- Introduction to IT Service Management Business and Managerial Issues - Positioning and transitioning the Lifecycle. Using open-loop and closed-loop systems, and the relationship between Business and IT, and how to achieve business value.
- Management of Strategic Change - Determining critical success components, benefits, value, and costs dynamics. Planning the alignment, scope, resources, capabilities, communication, quality, knowledge transfer, business relationship management and retiring of services.
- Risk Management - Identification, evaluation, analysis, correction and control of internal and external risks Understanding Organizational Challenges.
- Managing the Planning and Implementation of IT Service Management - Activities during Plan, Do, Check, Act, strategy aspects, the 4P's of Strategy. Identify the considerations for policies, strategy, design, and transition. Activities such as guiding, leading, monitoring, controlling, evaluating and communicating.
- Understanding Organizational Challenges - Organizational maturity, structure, transition, governance, and achieving balance in Service Operations Knowledge management and security of information.
- Service Assessment - Service measuring and reporting, monitoring, benchmarking and assessing achievements. Corrective action and Improvements from a Business Perspective.
- Understanding Complementary Industry Guidance - Understand the value of and distinguish between the complementary practices and how they support ITIL initiatives.

Exam

The MALC exam is based around a case study. The case study you will use during the exam is provided as part of your course material.

This course prepares participants for the examination leading to the ITIL Certificate: Managing Across the Lifecycle. The 120-minute exam consists of 10 multiple choice, scenario-based, gradient scored questions. A passing mark of 70% is required to receive your certificate, you will gain 5 ITIL credits upon passing the examination.

This 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 certification.

Target Group

CIOs, CTOs, Managers, Supervisory Staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers, IT Security Managers. Any IT professional involved in the management in continual service improvement.

Prior Knowledge

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2 –V3 Foundations Bridging Course or ITIL V3 Foundations. In addition, candidates must also have *one* of the following:

- 15 credits minimum from a balanced selection of ITIL Lifecycle or Capability qualifications.
- 12 credits minimum from ITIL V1 or V2 Foundations, ITIL V1 or V2 Practitioners AND 5 credits from the ITIL V2-V3 Service Manager Bridging qualification

Your certificates must be presented as documentary evidence to gain admission to this course.

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