

ITIL Managing Across the Lifecycle:

Overview

This is the ITIL course that leads to the ITIL Expert in IT Service Management certification. In this course, you'll be immersed in the contents of the ITIL publications. You'll focus on business, management, and supervisory objectives, purposes, processes, functions, and activities, and you will examine the interfaces and interactions between the processes covered in the Service Lifecycle. This course is designed using a case study-based approach to learning the core disciplines of the ITIL best practices, and it positions you to successfully complete the associated exam, which is offered on the last day of the course at 3:30 pm.

Please note: Proof of at least 17 ITIL credits is required to take the exam.

OUTLINE

1. Introduction to Managing Across the Lifecycle

- MALC exam builds on the knowledge acquired in foundation and intermediate-level ITIL courses
- Prerequisites for the MALC exam
- Structure and scoring of the MALC exam
- Bloom's Taxonomy and applying it to the types of questions that will/will not be asked on the MALC exam
- MALC exam case study

2. Key Concepts of the Service Lifecycle

- Services, service management, and IT service management
- Organizing functions and roles for service management
- Effect of clarifying roles and using RACI
- Element of value
- Business value of various ITIL lifecycle stages
- Approaches to risk management
- Importance of knowledge management and the SKMS

3. Communication and Stakeholder Management

- Coordinating business relationship management across the lifecycle
- Role of business relationship management in the communication activities
- Stakeholder management and communication
- Using service models



- Design activity coordination
- Services
- Managing communications and commitment throughout the lifecycle
- Communication aspects of service operation
- Communication strategy and plan

4. Integrating Service Management Processes Across the Service Lifecycle

- Effectively and efficiently integrating service management processes across the lifecycle
- Impact and relationship of service strategy to other lifecycle stage
- Various lifecycle stage inputs and outputs
- Value and interfaces of the various service management processes

5. Managing Service Across the Lifecycle

- Importance of an approach to balanced design
- Contribute to effective and efficient service management with design coordination and transition planning and support
- Service transition lifecycle stages
- Managing services across the lifecycle
- Involving operations staff in other lifecycle stages
- Sources of information helping in the implementation and improvement of services
- Factors relevant to strategic assessments
- Challenges, risks, and critical success factors of the strategy, design, transition, and operation lifecycle stages

6. Governance, Roles, People, Competence, and the Organization

- Governance, activities, framework, and governance bodies
- Relating strategy to governance
- Service providers set direction, policy and strategy
- Change management
- Management systems
- Establishing and maintaining a service management system
- Organization development and departmentalization
- Logical structure for a service provider
- Functions and the types of services providers
- Implementing and sourcing strategies

7. Measurement

- Measuring and demonstrating value



- Determining and using metrics
- Approaches to monitoring and control
- Using event management tools

8. Implementing and Improving Service Management Capabilities

- Implementing service management, service management processes, and supporting tools
- Different types of assessments and conducting assessments
- Techniques for improving service management
- Methods for implementing service management
- Business value of service portfolio management

9. Review/Exam Prep/Mock Exam

PREREQUISITES

- At least 17 ITIL v3 or newer credits (**required**)
- Two to four years of relevant work experience
- To prepare for the end-of-class exam, it is recommended that you review the 2011 editions of the following ITIL publications and complete at least 28 hours of personal study:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

WHO SHOULD ATTEND

- IT operations, technical, or IT management personnel requiring more information about ITIL best practices
- Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT