

# ITIL Advanced: Managing Through the Lifecycle

Course Length: 5 days

## Course Description

This 5 day program in 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

Students must 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 the ITIL V3 Foundations course plus have 17 credits from previously attended ITIL classes. It is highly recommended, although not mandatory, that each student read the complete ITIL V3 library.

## Exam

An exam voucher number will be emailed to each student by the last day of class. It is the responsibility of the student to schedule their own exam. It is recommended that the exam be taken as close to the end of the class as possible.

## 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.

### Credits Earned

- 5 ITIL Expert Credits
- 38 PDU Credits

