

ITIL® Intermediate Qualification: Managing Across the Lifecycle - 5 Days

Course 983 Overview

Events from May 1, 2012 and beyond will be aligned to ITIL 2011.

You Will Learn How To

- Prepare for and take the ITIL Intermediate Qualification: Managing Across the Lifecycle Certification Exam
- Identify key business and management issues in IT Service Management
- Manage the planning and implementation of IT Service Management
- Implement Strategic Change Management and Risk Management
- Handle organisational challenges and assess services

Course Benefits

The ITIL v3 Intermediate Qualification: Managing Across the Lifecycle focuses on the ancillary knowledge required to implement and manage the necessary skills in IT Service Management. This course is the final module of the Service Lifecycle and/or Service Capability modules and leads to the ITIL Expert Qualification in IT Service Management.

Who Should Attend

This course is valuable for those who want to achieve the ITIL Intermediate Qualification: Managing Across the Lifecycle Certificate. Required credits from ITIL v2 or v3 qualifications are needed to attend this course and take the Managing Across the Lifecycle Certification Exam on the final day.

Workshop Course

Through extensive activities, you gain knowledge of the overall ITIL Lifecycle. Workshops include:

- Analysing, identifying and evaluating the risks involved in Service Management
- Producing plans for the implementation and improvement of the Service Lifecycle and relevant processes
- Examining methods and output required to conduct a Service Assessment
- Taking the ITIL Intermediate Qualification: Managing Across the Lifecycle Certification Exam

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Course 983 Outline

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Introduction

- Lifecycle positioning and transition
- Distinguishing open-loop vs. closed-loop systems
- The relationship between the business and IT
- Achieving business value with people, process and functions

Managing Strategic Change

Identifying the business benefits and resource planning

- Determining Business Realisation, Value to Business and Variable Cost Dynamics (VCD)
- Aligning business policy and future direction
- Alignment to Service Portfolio and Service Catalogue management
- Budgeting, costing and service assets

Controlling quality

- Assessing quality opportunities
- Measuring benefits and identifying intangibles

Strategic influencing

- Defining awareness communication activities
- Education and knowledge transfer management

Customer liaison

- Business Relationship Management
- Distinguishing service structure, value nets and value chains
- Terminating and retiring services

Risk Management

Evaluating risk

- Identifying challenges, Critical Success Factors (CSFs) and risks to Service Management
- Assessing different types of risk: CFIA, FTA, BIA and SFA

Controlling risk

- Taking corrective action
- Transferring risks

Managing the Planning and Implementation of IT Service Management

Key activities and policy consideration

- Plan, Do, Check and Act activities

- Identifying the aspects of strategy and the four Ps
- Policy, strategy, design and transition considerations

Directing, controlling and evaluating

- The value of achieving business goals
- Guiding, leading and monitoring
- Verifying and using feedback to control the lifecycle
- Applying organisational form and design
- Demonstrating communication, coordination and control

Handling Organisational Challenges

Addressing organisational challenges

- Determining organisational maturity
- Identifying the structure of the organisation

Knowledge Management

- Knowledge Management and the security of information
- Governance and organisational challenges
- Achieving balance in Service Operations

Service Assessment

Measuring value

- The importance of measuring value
- Determining what to measure

Monitoring and reporting

- Justifying monitoring activities
- What to monitor
- Reporting activities
- The value of benchmarking

Service Portfolio assessment

- Assessing achievements
- Taking corrective action

Complementary Industry Guidance and Tool Strategies

Industry standards

- CobiT®
- ISO/IEC
- CMMI
- OSI
- Six Sigma
- TQM
- Balanced Scorecard
- Quality Management
- Annuity
- Service Management maturity framework
- Management Governance framework
- Project Management

Tool strategies

- Distinguishing tools
- Applying Service Management strategies with tools