



# ITIL® Managing Across the Lifecycle (ITIL3MAL)



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT service management in the world. ITIL® is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

This course brings together the full essence of a Lifecycle approach to Service Management, and consolidates the knowledge gained across the qualification scheme. The course completes the ITIL® Capability and Lifecycle qualification programme, and leads to the ITIL® Expert qualification.



## Course Content

This course will provide you with the expertise to implement and manage the skills associated with the use of the Lifecycle practices.

The content covered in this course includes:

- An Introduction to IT Service Management
- Planning the Implementation of IT Service Management
- Controlling Strategic Change
- Managing Service Risk
- Challenges for the Organisation
- Service Assessment
- Related Industry Guidance

## Duration

This is an intensive five-day course leading to the ITIL® Managing Across the Lifecycle examination which will be taken at the end of the course.

## Pre-Requisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (2 credits from the V3 Foundation or V2 Foundation plus Bridge Certificate) and have obtained a further 15 credits (a total of at least 17 credits) as a minimum from a balanced selection of ITIL Service Lifecycle or Service Capability qualifications. Documentary evidence of this must be presented to gain admission to this certification level.

## Accreditation

- 8 multiple-choice, scenario-based, gradient scored questions
- 90 minute duration
- Closed-book
- 70% pass mark

## Target Audience

- Individuals who require a business and management level understanding of the ITIL V3 core Lifecycle and how it may be implemented.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is the final mandatory module leading to the Expert certification.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite. This may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

## Scheduled Dates and Prices

See our latest public schedule for dates, venues and prices. Visit us at [www.ilxgroup.com](http://www.ilxgroup.com)

## Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **01270 611600** or email [sales@ilxgroup.com](mailto:sales@ilxgroup.com) for further assistance.