



ITIL Managing Across the Lifecycle Course

Duration: 5 Days

Language: English

Course Delivery: Classroom

Course Overview

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the use of process and practice elements used within it. The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL® processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is the on the process activities, execution and use throughout the Service Lifecycle.

The ITIL® MALC (Managing Across the Lifecycle) course offers candidates the ability to achieve the ITIL Expert certification upon passing the ITIL® Managing Across the Lifecycle exam. The course prepares candidates to take the ITIL® Managing Across the Lifecycle Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace. This certification completes the ITIL® Intermediate Lifecycle and Capability streams by focusing on the knowledge required to implement and manage the necessary skills associated with the use of the Service Lifecycle.

Course and Learning Objectives:

At the end of this course, you will learn:

Managing the planning and Implementation of IT Service Management

Lifecycle positioning and transition

How to achieve business value with people, process and function

Challenges, Critical Success Factors and risks to service management

Risk Management

Lifecycle project assessment

Management of strategic change

Understanding complementary industry guidance

Course

Participants will learn to implement, manage and improve Service Management according to ITIL® best Practices. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Intermediate Managing Across the Lifecycle certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Quint Wellington Redwood's integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Approach:



Prerequisites:

An ITIL® Foundation certificate and a minimum of 15 credits earned through the formal Service Lifecycle stream or Service Capability stream qualifications.

Target

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who and others who require a deeper knowledge of, or who are involved in managing Services across the different lifecycle phases.

Audience:

Exam Format:

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Delivery: Online or paper based

Exam Duration: 90 minutes

Open/Closed Book: Closed Book

Credits

• Upon successfully achieving the ITIL® Managing Across the Lifecycle certificate,, the student will be recognized with 5 credits in the ITIL qualification scheme.

Daily Agenda / Outline

Day 1

Introduction to IT Service Management Business and Managerial Issues

Lifecycle Positioning and Transition

- The difference between open-loop and closed-loop systems
- Complex Monitor Control Loops
- ITSM Monitor Control Loops

Relationship between Business and IT

- How to achieve business value with people, process and function
- How to achieve business value with supplier relationship and technology alignment

Exercises

MALC1 - Introduction - (40 Minutes)

Day 1 & 2

Management of Strategic Change

- Value creation challenge
- Critical Success components to managing lifecycle risk

Business Benefits

- Determining benefit realization
- Determining Value to Business VOI, ROL
- Determining Variable Cost Dynamics (VCD)

- Alignment of Business Policy, Future direction and Demand Management
 - Alignment to service portfolio and service catalogue management
- Planning and defining scope
- Resource and Capability Planning
- Awareness of design and delivery model choices
 - Budgeting, Costing, Service assets
- Controlling Quality
- Quality opportunities
 - Intangible and Measuring benefits
 - Assets Service and Strategic
- Strategic Influencing
- Defining awareness communication activities
 - People Education and Knowledge transfer management - Customer Liaison
 - Business Relationship Management
 - Service structure and Value nets and Value-Chains
 - Termination and Retirement of Service
- Exercises
- MALC2 - Management of Strategic Change - (75 Minutes)

Day 2

Risk Management

- The challenges, critical success factors and risks to service management
- Identification of Risk
- Evaluation of Risk - CFIA, FTA, BIA, SFA, Risk Analysis and Management
- Corrective Actions
- Controlling Risk
- Transfer of Risks
- Service Provider Risks
- Contract Risks
- Design Risks
- Operational Risks
- Market Risks

Exercises

MALC 3 - Risk Management (75 minutes)

Day 2 & 3

Managing the Planning and Implementing of IT Service Management

Activities during Plan, Do, Check, Act including Aspects of Strategy and the 4P's of Strategy

Policy Considerations

- Strategy Considerations
- Design Considerations
- Transition Considerations

Directing

- Value of Achieving Business goals by guiding, leading and monitoring



Controlling and Evaluating

- Value of verifying and using feedback to control lifecycle

Organizational Form and Design

Communication, Coordination and Control

Exercises

Planning and Implementing (30 Minutes)

Day 3

Understanding Organizational Challenges

- Organizational Maturity
- Organizational Structure
- Knowledge Management and Security of Information
- Organizational Transition
- Governance
- Balance in Service Operations

Exercises

Organizational Challenges (45 Minutes)

Day 4

Service Assessment

Value of Measuring

Why Measure

What to Measure

Value of Monitoring

What to Monitor

Reporting

Value of Benchmarking

Service Portfolio Assessment across the Lifecycle

- Assessment of Achievements
- Corrective Action
- Business Perspective and Improvements

Exercises

MALC 5 - Service Assessment (45 Minutes)

Day 4 & 5

Understanding Complementary Industry Guidance and Tool Strategies

- COBIT
- ISO/IEC 20000
- CMMI
- Balanced Scorecard
- Quality Management
- OSI Framework
- Annuity
- Service Management Maturity Framework



- Six Sigma
- Project Management
- TQM
- Management Governance Framework
- Tool Strategies

Exercises

- MALC 7-Understanding Complimentary Guidance (60 Minutes)
- MALC 8- Final Exercises and Readiness Assessment (60 Minutes)