

# ITIL® v3: Managing Across the Lifecycle (1220)

Price: \$3,295

**Gain the skills to manage the planning and implementation of IT Service Management and prepare for ITIL Expert certification.**

This is the final module of the Service Lifecycle and/or Service Capability Intermediate courses that lead to the ITIL Expert in IT Service Management recognition. 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 an engaging scenario-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.**

**What You'll Learn**

- Introduction to IT Service Management business and managerial issues
- Managing the planning and implementation of IT Service Management
- Management of strategic change
- Risk management
- Organizational challenges
- Service assessment
- Complementary industry guidance

**Who Needs to 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

**Prerequisites**

- At least 17 ITIL 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 (ISBN 9780113313044)
  - Service Design (ISBN 9780113313051)
  - Service Transition (ISBN 9780113313068)
  - Service Operation (ISBN 9780113313075)
  - Continual Service Improvement (ISBN 9780113313082)

**Follow-On Courses**

There are no follow-ons for this course.

**Certification Programs and Certificate Tracks**

This course is part of the following programs or tracks:

- ITIL® Certifications

**Course Outline**

- 1. Introduction to IT Service Management Business and Managerial Issues**
- 2. Management of Strategy Change**
- 3. Risk Management**
- 4. Managing the Planning and Implementation of IT Service Management**
- 5. Understanding Organizational Changes**

- 6. Service Assessments**
- 7. Understanding Complimentary Industry Guidance and Tool Strategies**
- 8. Exam Preparation/Mock Exam**
- 9. Exam**