

## ITIL® v3 Managing Across the Lifecycle

**Duration:** 5 Days – APMG Accreditation Programme

**Course Specification:** This course brings together the full essence of a Lifecycle approach to service management, and consolidates the knowledge gained across the qualification scheme. The Managing Across the Lifecycle course is compulsory for those wishing to gain the ITIL® Expert qualification

### Target Group

The target group of the ITIL® Intermediate Qualification: Managing Across the Lifecycle Certificate is:

- Individuals who require a business and management level understanding of the ITIL V3 core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- 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.

Upon successful completion of the education and examination related to this certification, it is reasonable to expect a better understanding of the content of the ITIL® Service Design book, which is a key element of the ITIL® Service Lifecycle.

**Learning Objectives:** Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to IT Service Management Business and Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Understanding Organisational Challenges

- Service Assessment
- Understanding Complementary Industry Guidance.

In addition the training for this certification should include examination preparation, including a mock examination opportunity.

**Prerequisite Entry Criteria:** 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.

#### **Examination Format**

- 8 Multiple choice, scenario based questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Maximum of 90 minutes for all candidates
- This is a closed book examination with the pass mark being 28/40 or 70%

