



# **DEEP CREEK CENTER**

Delivering Results

## **ITIL® V3 CERTIFICATION:** **MANAGING ACROSS THE LIFECYCLE**

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### **COURSE DESCRIPTION**

This 5 day program in a Certificate in ITIL V3 Service Management - Managing Across the Lifecycle. This certification completes the Lifecycle and Capability streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices. The Managing Across the Lifecycle subject areas are:

- Introduction to IT Service Management Business & Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Managerial Functions
- Understanding Organizational Challenges
- Lifecycle Project Assessment
- Understanding Complementary Industry Guidance

### **WHO SHOULD ATTEND**

The Managing Across the Lifecycle program will be of interest to candidates who wish to complete the Lifecycle and Capability streams that will enable them to obtain an ITIL® Expert certification in IT service management.

### **PREREQUISITES**

Students must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 Foundations course plus have 17 credits from previously attended ITIL classes. It is highly recommended, although not mandatory, that each student read the complete ITIL V3 library.

### **EXAM**

An optional eight question, ninety minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board (ISEB). Candidates must have attended an accredited training course (instructor led

or online) to sit for the exam. Each student will be awarded five credits towards ITIL Expert® certification upon successful completion of the exam.

## REFERENCE MATERIAL

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

## CREDITS EARNED

- 5 ITIL Expert Credits
- 38 PDU Credits

Program Accredited By 

*ITIL® courses are offered through itSM Solutions LLC, which is an accredited training provider.*