

Course overview

ITIL Managing Across the Lifecycle (HF442)



This 5 day course presents the knowledge necessary to plan, implement and manage throughout the lifecycle. Managing strategic change, risk management and Service Assessment are key activities. An introduction to ITSM business and managerial issues, organizational challenges and understanding complementary industry guidance such as ISO/IEC 20000 prepares participants to be an ITIL expert in IT Service Management.

Audience

The main target group for the ITIL Intermediate Qualification: Managing Across the Lifecycle Certificate includes but is not restricted to:

- CIOs, CTOs, managers, supervisory staff, planners, IT consultants and ITSM trainers involved in the ongoing management, coordination and integration of activities and processes across the Service Lifecycle
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is the final mandatory module leading to the Expert certification
- Those pursuing the Advanced Service Management Diploma for which the ITIL Expert certification is a prerequisite
- Individuals interested in acquiring 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 organization
- ITIL-certified managers seeking links that maximize the benefit to their organizations and careers

Course title: ITIL Managing Across the Lifecycle

HP product number: HF442

Category/Subcategory: ITIL/ITSM

Course length: 5 days

Level: Intermediate

Delivery language: English

To order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Prerequisites

Demonstrate 2 to 4 years of professional experience in the ITSM market place.

Hold one or more of the following certificates:

- ITIL® V3 Foundation Certificate in IT Service Management
- ITIL® V2 - V3 Foundation Bridge Certificate

Have obtained 15 further credits (at least 17 total) from a balanced selection of ITIL Service Lifecycle or Service Capability qualifications. Documentation of credits must be presented to gain admission to this certification level Examination candidates should be aware that at least 28 hours of personal study are required. It is expected that participants will have read the following ITIL Service Management Practices core lifecycle publications

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Course objective

Upon successful completion of this course, candidates will be able to:

- Understand IT Service Management business and managerial issues
- Manage the planning and implementation of IT Service Management
- Understand and manage strategic change
- Implement Risk Management as a practice
- Have a deeper understanding of organizational challenges
- Understand service assessment methods and purposes
- Understand and be able to use complementary industry guidance

Certification value

On successful completion of this course, the student can claim 38 education units or PDUs that can be used to attain or maintain the PMI® PMP® credential.

Benefits to you

You will learn how to:

- Prepare for and take the ITIL Intermediate Qualification: Managing across the Lifecycle Certification Exam
- Identify the key business and management issues in IT Service Management
- Manage the planning and implementation of IT Service Management as a practice and a capability

- Implement Strategic Change Management and Risk Management
- Handle organizational challenges and assess services

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Next steps

Advanced Service Management Diploma

Detailed course outline

Introduction to IT Service Management Business and Managerial Issues

- Relationship between Business and IT
- Lifecycle positioning and transition

Management of Strategic Change

- Value Creation Challenge
- Critical success components to managing lifecycle risk
- Business benefits
- Planning and Defining scope
- Resource and Capability planning
- Controlling Quality
- Strategic Influencing
- Customer liaison

Risk Management

- Challenges, CSFs and Risks to Service Management
- Sources of Risk

Managing the Planning and Implementation of IT Service Management

- Service Strategy and Plan-Do-Check-Act
- Policy considerations
- Organizational Form and Design
- Communication, Coordination and Control

Understanding Organizational Challenges

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

Service Assessment

- Value of Measuring
- Value of Monitoring
- Value of benchmarking
- Service Portfolio assessment across the lifecycle
- Business Perspective and Improvements

Industry Guidance and Tool Strategies

- COBIT
- ISO/IEC 20000
- CMMI
- Service Management maturity framework
- Six Sigma
- Project Management
- Management Governance framework
- Tool Strategies

This is a closed book scenario based multiple-choice examination with 8 questions to be answered in 90 minutes. Each question will have 4 possible answers worth from 0 to 5 points. Students must get 28 points out of a possible 40 or 70% correct in order to pass.

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