

# Course overview

ITIL Managing Across the Lifecycle (HF442)



Managing Across the Lifecycle is the final module of the Service Lifecycle and/or Service Capability modules that leads to the ITIL Expert in IT Service Management Certificate. The purpose of this training module and the associated exam and certificate is, to impart, test, and validate the knowledge across the contents of the ITIL V3 publications; focusing on business, management and supervisory objectives, purpose, processes, functions and activities, and on the interfaces and interactions between the processes addressed in the five core V3 Publications.

## 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

**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.

- 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

## 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

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

- Understanding IT Service Management Business and Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management as a practice
- Understanding Organizational Challenges
- Service Assessment methods and purpose
- Understand and be able to use Complementary Industry Guidance

## 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

## Why education services from HP?

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## Next steps

Advanced Service Management Diploma

## Detailed course outline

- Introduction to IT Service Management Business and Managerial Issues
- Management of Strategic Change
- Risk Management
- Managing the Planning and Implementation of IT Service Management
- Understanding Organizational Changes
- Service Assessment
- Understanding Complimentary Industry Guidance and Tool Strategies
- Revision and Mock Examination
- Formal Examination

**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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