

### ITIL v3

## Managing Across the Lifecycle

Days of Training: 5

#### Overview

Participants will learn to implement, manage and improve Service Management according to ITIL v3 best Practices. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL v3 Intermediate Managing Across the Lifecycle certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace.

#### Prerequisites

An ITIL v3 Foundation certificate and a minimum of 15 credits earned through the formal Service Lifecycle stream or Service Capability stream qualifications.

#### Learning Objectives

At the end of this course, you will learn:

- Managing the planning and Implementation of IT Service Management
- Lifecycle positioning and transition
- How to achieve business value with people, process and function
- Challenges, Critical Success Factors and risks to service management
- Risk Management
- Lifecycle project assessment
- Management of strategic change
- Understanding complementary industry guidance

#### Lesson 1: Course Introduction

- Lifecycle positioning and transition
- The difference between open-loop and closed-loop systems
- Complex Monitor Control loops
- ITSM Monitor Control loops
- Relationship between Business and IT
- How to achieve business value with people, process and function
- How to achieve business value with supplier relationship and technology alignment

#### Lesson 2: Management of Strategic Change (MOC)

- Value creation challenge
- Critical success components to managing lifecycle risk
- Business benefits
- Determining Benefit Realization
- Determining Value to Business VOI, ROI
- Determining Variable Cost Dynamics (VCD)
- Alignment of business policy, future direction and Demand Management
- Alignment to service portfolio and service catalogue management
- Planning and Defining scope
- Awareness of design and delivery model choices
- Budgeting, costing, service assets
- Intangible and Measuring benefits
- Assets- Service and Strategic influencing
- Defining awareness communication activities
- People Education and knowledge transfer management
- Business Relationship Management
- Service Structure and Value nets and value-chains
- Termination and Retirement of Services

#### Lesson 3: Risk Management

- Challenges, Critical Success Factors and risks to service management
- Identification of Risk
- Evaluation of Risk – CFIA, FTA, BIA, SFA, Risk Analysis and Management
- Corrective Actions
- Controlling Risk
- Transfer of risks
- Service Provider risks
- Contract risks
- Design risks
- Operational risks
- Market risks

#### Lesson 4: Planning & Implementing

- Activities during Plan, Do, Check, Act including Aspects of Strategy and the 4P's of Strategy
- Policy considerations
- Strategy considerations
- Design considerations
- Transition considerations
- Directing
- Value of achieving business goals by guiding, leading and monitoring
- Controlling and Evaluating
- Value of verifying and using feedback to control lifecycle
- Organizational Form and Design
- Communication, Coordination and Control

#### Lesson 5: Understanding

##### Organizational Challenges

- Organizational maturity
- Organizational structure
- Knowledge management and security of information
- Organizational transition
- Governance
- Balance in Service Operations

#### Lesson 6: Service Assessment

- Value of Measuring
- Why Measure
- What to Measure
- Value of Monitoring
- What to Monitor
- Reporting
- Service Portfolio assessment across the lifecycle
- Assessment of achievements
- Corrective action
- Business Perspective and Improvements

#### Lesson 7: Understanding

##### Complementary Industry Guidance And Tool Strategies

- COBIT
- ISO/IEC 20000
- CMMI
- Balanced Scorecard
- Quality Management
- OSI Framework
- Annuity
- Service Management maturity framework
- Six Sigma
- Project Management
- TQM
- Management Governance framework

#### Lesson 8: Exam Preparation

- Sample Exams
- Feedback
- Recap