

COURSENAME  
(ITV3MLC.EN)

## ITIL® V3 Managing across the Life Cycle (MLC)

### Short description

The ITIL Intermediate Qualification: Managing Across the Lifecycle Certificate is a free-standing qualification, but is also the final module of the Service Lifecycle and/or Service Capability modules that leads to the ITIL Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, 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 ITIL V3 publications. 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 and ITSM trainers

### Duration

4 days (1 block, 3 days training, 4th day exam preparation and exam) The exam will be in English. Content 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 (ISO20000, CMMI, TQM, Six Sigma, COBIT, etc.)

Training method The necessary skills are interactively transferred through a mixture of presentations, discussions, actual situations and case based exercises. An active attitude and willingness to prepare and study in the evening hours is expected. Materials A training handout with all presentations, cases and exercises will be handed to the students. Students are expected to take the 5 core books with them to the training session. Prerequisites 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. Documentary evidence of this must be presented to gain admission to this certification level.