

ITIL Expert: 5 Credit Points  
*Managing Across The Lifecycle*  
earns 5 points towards the  
ITIL Expert qualification

# Managing Across the Lifecycle

## ITIL® Intermediate Certificate Course

**The final and mandatory module for ITIL Expert qualification.**

The ITIL Intermediate Qualification: Managing Across the Lifecycle Certificate is a free-standing qualification, but is also the final and mandatory module of the Service Capability and/or Service Lifecycle modules leading to the ITIL Expert in IT Service Management. The course focuses on the ancillary knowledge required to implement and manage the necessary skills in IT Service Management.

### Objectives

The purpose of this training module and the associated exam and certificate is to:

- ▶ Impart, consolidate and validate knowledge across the contents of the ITIL v3 publications
- ▶ Address the interfaces and interactions between the processes addressed in the five core ITIL publications
- ▶ Identify key business and management issues in IT Service Management
- ▶ Manage the planning and implementation of IT Service Management
- ▶ Implement Strategic Change Management and Risk Management
- ▶ Handle organisational challenges and assess services
- ▶ Prepare for and take the ITIL Intermediate Qualification: Managing Across the Lifecycle Certification Exam

### Who Should Attend

This course is suited to:

- ▶ Individuals who require a business and management level understanding of the ITIL 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
- ▶ Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite

Typical attendees would include CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners



See our website for full course details and dates

[www.alc-group.com.au](http://www.alc-group.com.au)