



ITIL3-MALC - ITIL® Expert Managing Across the Lyfe Cicle

ITIL® - Service Management - Project Management e Best Practice

Durata:

5 Giorni

Lingue:

Italiano

Certificazione:

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Descrizione del corso

Il corso ITIL® Advanced - Managing Across the Life-Cycle e' l'ultimo corso del percorso di certificazione ITIL® Intermediate Lifecycle stream ed è il modulo finale che permette di raggiungere la certificazione ITIL® Expert in IT Service Management (fornisce 5 crediti formativi). Obiettivo del corso e del relativo esame di certificazione è quello di fornirà e valutare tutte le competenze su aspetti pratici del Service Management, come documentato nelle 5 pubblicazioni ITIL® Service Management. Il corso è basato su ITIL® edizione 2011.

Prerequisiti:&Per poter partecipare al corso il candidato deve essere in possesso di un Certificato ITIL® Foundation in IT Service Management di cui deve essere fornito documento che corrisponde a 2 crediti ITIL®. Inoltre il candidato deve aver raccolto un minimo di altri 15 crediti ITIL® tramite la combinazione di diverse certificazioni ITIL® Intermediate.&L'esame di certificazione verrà sostenuto dai partecipanti al termine del corso. Il corso include il materiale didattico ufficiale e il relativo esame in formato elettronico. ITCore Group e' un Reseller dei (per-)corsi di formazione ITIL® che vengono erogati da Green Mill Solutions, accreditata come ATO da PeopleCert. ITIL® è un marchio registrato di AXELOS Limited il cui uso è consentito solamente previa autorizzazione di AXELOS Limited. Tutti i diritti riservati. Tutti i corsi del portfolio di AXELOS Limited (ITIL® e PRINCE2®) vengono solo erogati con esame di certificazione incluso.

Programma

1. ITIL® Qualification Scheme
2. Key Concepts of the Service LifeCycle
 - Managing Services and Service Management

ITCore Group

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- The Service LifeCycle and Service value across the different stages of the Service LifeCycle
- Other key concepts
- 3. Communication and Stakeholder Management
 - Co-ordination of business relationship management across the lifecycle
 - The role of business relationship management in communication
 - Stakeholder Management and communication
 - The value of good communication and its flow across the lifecycle
- 4. Integrating Service Management Processes across the LifeCycle
 - The integration of service management through the service lifecycle
 - The impact of service strategy on other lifecycle stages
 - The value of a service lifecycle perspective when designing service solutions
 - The inputs and outputs of processes and stages in the service lifecycle
 - The value to business and the interfaces of all processes in the SS phase
 - The value to business and the interfaces of all processes in the SD phase
 - The value to business and the interfaces of all processes in the ST phase
 - The value to business and the interfaces of all processes in the SO phase
 - The value to business and the interfaces of the 7-Step process in CSI
- 5. Managing Services across the Service Lifecycle
 - Identification and assessment of customer and stakeholder needs
 - How the service design package provides a link between SD, ST e SO
 - Managing cross-lifecycle processes to ensure impact and involvement at all required service lifecycle stages
 - Implementing and improving services, using key sources of information for identifying the need for improvement
 - The Challenges, CSFs and Risks of the service lifecycle stages

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6. Governance, Roles, People, Competence and the Organization

- Governance
- Organizational structure, skills and competence
- Service provider types and service strategies

7. Measurement

- Measuring and demonstrating business value
- Determining and using metrics
- Design and development of measurement frameworks and methods
- Monitoring and control systems
- Use of event management tools to increase visibility of the infrastructure and IT service delivery
- Implementing and Improving Service Management capability
- Implementing Service Management
- Assessing Service Management
- Improving Service Management
- Key considerations for implementation and improvement of both the practice of service management and the services themselves
- Key considerations when planning and implementing service management technologies

8. Summary, exam preparation and directed studies

- Summary of all previous units
- Simulation of Final Examination, duration 120 minutes

9. Final Examination - ITIL® Lifecycle MALC

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