

Course ITIL® Managing Across The Lifecycle

Professional qualification scheme

Course length: 4 days + 2 hours certification exam next day

Price: 38.970 CZK + VAT (45.860 including certification exam)

* individual price for more participants - ☎

* course can be organized on premise - ☎

Registration: [registration form](#)

Dates: see courses calendar on main page – www.q4it.eu

Places: Brno, Prague, Ostrava

Target group: CIO, Senior IT managers, IT managers, Supervisors, IT professionals, IT operations practitioners, IT development practitioners, Individuals seeking the ITIL Expert in IT Service Management certificate.

Prerequisites: Candidates wishing to be trained and examined for this qualification must already have two (2) credits from the ITIL Foundation certificate and must, as a minimum, have obtained a further 15 credits to a total of at least 17 credits. Documentary evidence of all credits must be presented by candidates for the MALC qualification.

Course learning objectives: This qualification presents a complete overview of CSI including all its related activities: to continually align and realign IT services to changing business needs by identifying and implementing improvements to IT services that support business processes. This qualification reviews improvement activities as they support the lifecycle approach through service strategy, service design, service transition and service operation.

Course agenda:

- Key concepts of the service lifecycle
- Communication and stakeholder management
- Integrating service management processes across the service lifecycle
- Managing services across the service lifecycle
- Governance and organization
- Measurement
- Implementing and improving service management capability.

Additional information:

- Course material is in English to keep precise meaning of terms and definitions
- Course participants are provided with hot/cold drinks, lunch, snacks
- Individual and group assignments are part of the course to actively involve course participants
- Course is lead by experienced trainer with many years practical experience – ITIL Expert



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