



THE ITIL INTERMEDIATE QUALIFICATION: MANAGING ACROSS THE LIFECYCLE CERTIFICATE



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.

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 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

Learning Objectives

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

In addition the training for this certification should include examination preparation, including a mock examination opportunity.

Prerequisite Entry Criteria

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 Foundation, 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.

What is provided?

- **Comprehensive course materials** – We provide a full copy of all the course slides with room to make your own notes, there is also a full copy of the ITIL Glossary and acronyms list and many course handouts.
- **Example Questions** – To get you plenty of exam practice we have accredited sample papers which will be covered in exam conditions and during the course there are actual exam sample questions at the end of each section.
- **Lunch and Refreshments** – We recognise that to get the best out of our delegates we need to make sure we give you brain food and refreshments; these are available throughout the day.
- **Follow up Guidance** – We are certain that following the course you will have many questions and our tutors and sales team are available to discuss where to go next or even how to get started with putting what you have learnt on the course onto practice.



Examination

Eight (8) multiple choice, scenario-based, gradient scored questions over 90 minutes. Pass mark is 28/40 or 70%.

Why should I undertake ITIL training?

- Helps you to do your job more effectively
- Get an industry recognised professional qualification

What is the benefit of ITIL training in my organisation?

ITIL delivers four main areas of savings potential:

- Cost savings – money currently being spent can be reduced.
- Cost avoidance – money allocated for spending can be saved.
- Higher IT productivity – increased productivity and reduced costs.
- Increased Business productivity – resulting from higher quality IT services.

Why should you take your training with Purple Griffon?

- We have over 50 ITIL Expert tutors
- We use our own accredited materials
- We have been delivering ITSM training for over 8 years
- We are accredited through BCS to deliver this training
- We have trained thousands of delegates worldwide

Don't just take our word for it, this is what our customers say about our training:

"This course increased & improved my understanding giving me greater insight into our business functions"

"The trainer had great knowledge of the subject"

"Course was very relevant to my job"

"The trainer made the subject interesting and enjoyable"

"The course was very relevant to my post and will help us start to develop strategies and policies within our organisation"

Who have we have trained?



This course is available as a public scheduled course and also as a private single company course. Please see www.purplegriffon.com for dates and locations.

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