

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/72779](http://www.amanet.org/72779)

# ITIL®: Managing Across the Lifecycle

## Learn what it takes to plan and execute IT Service Management while you prepare for ITIL Expert certification.

In the final module of the Service Lifecycle and/or Service Capability Intermediate courses, you'll focus on supervisory objectives, purposes, processes, functions, and activities. You will learn the interfaces and interactions between the processes, while also gaining a general understanding of the business and management aspects of the Service Lifecycle.

This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practices, and it positions you to successfully complete the associated exam, which is offered on the last day of the course at 3:30 pm.

### **Please note:**

The ITIL Foundation certification and proof of at least 17 ITIL credits is required to take the exam. Proof of certification must be provided to Global Knowledge 20 days prior to the start of class. Please email certification information to [ITIL.Courses@globalknowledge.com](mailto:ITIL.Courses@globalknowledge.com) or fax it to (919) 468-4104.

## What You Will Cover

- Introduction to IT Service Management business and managerial issues
- Managing the planning and implementation of IT Service Management
- Management of strategic change
- Risk management
- Organizational challenges
- Service assessment
- Complementary industry guidance

## Who Should Attend

IT operations, technical, or IT management personnel requiring more information about ITIL best practices or anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

## Special Feature

### **Prerequisites:**

- At least 17 ITIL credits (required)

- Two to four years of relevant work experience
- To prepare for the end-of-class exam, it is recommended that you review the 2011 editions of the following ITIL publications and complete at least 28 hours of personal study:
  - Service Strategy (ISBN 9780113313044)
  - Service Design (ISBN 9780113313051)
  - Service Transition (ISBN 9780113313068)
  - Service Operation (ISBN 9780113313075)
  - Continual Service Improvement (ISBN 9780113313082)

## Schedule

- [5] days - \$3,595 Non Members
- [5] days - \$3,595 AMA Members
- [5] days - \$3,595 GSA

## Credits

30 PDU

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