

Module Title : Course ITL9340CL : ITIL Managing Across the Lifecycle (MALC)
Duration : 5 days

Course Description

The ITIL Managing Across the Lifecycle Certificate (MALC) is the final component that leads to the ITIL Expert in IT Service Management qualification. This 5-day course immerses learners in the contents of the ITIL publications; focusing on business, management and supervisory objectives, purpose, processes, functions and activities, and on the interfaces and interactions between the processes covered in the Service Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience

The Managing Across the Lifecycle course will be of interest 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 organization
- 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
- A typical role includes (but is not restricted to): CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

Prerequisites

Candidates for this course must:

Hold the ITIL Foundation Certificate in IT Service (holders of Foundation certificate from an earlier version of ITIL e.g.: ITIL v2, must pass the current ITIL Foundation exam before attending this course) 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.

At Course Completion

After completing this course, you will be able to:

- 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 organizational challenges
- Service assessment
- Understanding complementary industry guidance.

Credits

- Upon successful passing of the ITIL Managing Across the Lifecycle exam, the student will be recognized with 5 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 30* subject to change

Course Outline

Module 1 – Introduction to IT Service Management Business and Managerial Issues

Module 2 – Management of Strategic Change

Module 3 – Risk Management

Module 4 – Managing the Planning and Implementation of IT Service Management

Module 5 – Understanding Organizational Challenges

Module 6 – Service Assessment

Module 7 – Understanding Complimentary Industry Guidance and Tool Strategies

Module 8 – Exam Preparation / Mock Exam