



# ITIL® MANAGING ACROSS THE LIFECYCLE eLEARNING CERTIFICATION COURSE

*Supporting an Organization's Service Delivery by Bridging the Service Lifecycle Stages*

**Cost: \$675 per student (includes exam voucher)**

ITIL processes and practices, as learnt from the lifecycle and capability streams of the intermediate certificates, are put into a context of one combined service management practice as opposed to separate subject areas.

<b>Delivery:</b>	e-Learning	<b>Mock Exam:</b>	Included in Course (x2)
<b>Certificate:</b>	Examination (included)	<b>Duration:</b>	30 hours, self-paced
<b>Accredited By:</b>	PeopleCert	<b>Language:</b>	English

## Course Overview

The ITIL Managing Across the Lifecycle qualification completes the ITIL Lifecycle and Capability qualifications and leads to the ITIL Expert qualification. The purpose of this course is to give candidates the skills to support an organization's service delivery by bridging the service lifecycle stages.

The ITIL processes and practices, as learnt from the lifecycle and capability streams of the intermediate certificates, are put into a context of delivering this value and this knowledge is validated in the associated exam and certification.

## Who Should Take This Course?

The qualification prepares candidates to work in established service management roles, as well as to implement and improve service management practices. The target group for the MALC qualification includes, but is not limited to: Chief Information Officers, Senior IT Managers, IT Managers, Supervisors, IT Professionals, IT Operations Practitioners, IT Development Practitioners.

## Examination

The examination is set at a higher level of difficulty than the Intermediate exams and will consist of ten complex multiple choice questions. The exam is based on a case study and between 8 and 10 questions will be case study based. A maximum of 2 questions will not be based on the case study although each question will state clearly whether or not it is case study based.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 120 minutes to complete the exam.

There are a maximum of 50 potential marks in this exam; to pass you must get at least 35 out of 50 marks correct (70%).

## Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL Managing Across the Lifecycle Certificate in IT Service Management.



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