



ITIL® Managing Across the Lifecycle Class

Certificate: ITIL® Managing Across the Lifecycle (MALC)

Duration: 5 days

Delivery: Classroom, Virtual Classroom

Accreditor: PEOPLECERT

Credits: 5 Credits to ITIL Expert

PMI® PDUs: 40/30

Course Description:

The Managing Across the Lifecycle (MALC) is an essential step for attaining the ITIL Experts certification. The MALC course enables the participants to bridge the lifecycle stages of ITIL and help an organization integrate processes, responsibilities, and other subjects into a cohesive service management approach. To succeed, participants must strategize, plan, use, and measure ITIL principles in an integrated approach.

The MALC training program provides a next generation learning experience that optimally prepares aspiring ITIL Experts for real world ITIL challenges. The course includes a realistic case study and 5 strategic assignments that participants have to manage individually or in small groups. The MALC experience asks candidates to conduct a strategic assessment, manage organizational challenges, develop an implementation plan, build a business case, and manage the strategic change program for an organization.

The MALC course is available as a 5-day Classroom training program as well as a 2-day Blended training course. The participants will attain 40 Professional Development Units (PDUs) recognized by the Project Management for attending the 5-day Classroom program. For the blended program, 30 PDUs are applicable.

Audience:

- Chief Information Officers, Senior IT Managers, IT Managers, Supervisors, IT Professionals, IT Operations Practitioners, IT Development Practitioners
- Individuals who require a business and management level understanding of the ITIL service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- Individuals seeking the ITIL Expert in IT Service Management certificate, for which this qualification is the final mandatory module.
- Individuals seeking progress towards the ITIL Master in IT Service Management, for which the ITIL Expert in IT Service Management certificate is a prerequisite.



Learning Objectives:

At the end of this course, you will gain competence in following:

- 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
- Preparing for the MALC examination

Prerequisites:

For attending the course and taking the related exam, the participant must:

- Hold the ITIL Foundation Certificate (2 credits) in IT Service Management
- Obtain an additional 15 credits from a balanced selection of ITIL Service Lifecycle or ITIL Capability qualifications and/or ITIL Practitioner (a total of at least 17 credits required)

Course Student Material: Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

About the Examination:

- 10 multiple choice questions based on a single case study. The case study is the same as provided with the mock exam in the training course.
- 35 marks required to pass (out of 50 available) - 70%
- 120 minutes' duration
- Closed book

Syllabus:

<http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>

Course Agenda:

Day1	Day2	Day3	Day4	Day5
Unit 1 - Introduction	Unit 3 - Organizational Challenges, Critical Success Factors, and Risks	Unit 4 - ITSM implementation Plan	Solution Development	Solution Development - Case Study
Unit 2 - Strategic Assessment	Scenario - Organizational Challenges, Critical Success Factors and Risks brief	Solution Development - Case Study	Presentations	Presentations
Solution Development - Case Study	Solution Development - Case Study	Presentations	Scenario and Presentation Debrief using the Grading Rubric	Scenario and Presentation Debrief using the Grading Rubric
Presentations	Presentations	Scenario Debrief using the Grading Rubric	Unit 6 - Managing Strategic Change	SWOT Analysis - Case Study
Scenario Debrief using the Grading Rubric	Scenario Debrief using the Grading Rubric	Unit 5 - Business Case	Scenario - Managing Strategic Change	Mock Exam and Practice
Feedback on assignment			Solution Development	



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