

ITIL – Managing Across the Lifecycle (MALC)

Duration: 5 days

Course Overview

This 5-day course brings together the full essence of a Lifecycle approach to service management and consolidates the knowledge gained across the qualification scheme. The Managing Across the Lifecycle course is compulsory for those wishing to gain the ITIL® Expert qualification and is worth 5 credits.

Objectives

This certification completes the Lifecycle and Capability streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices and includes:

- Introduction to IT Service Management Business & Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Managerial Functions
- Understanding Organizational Challenges
- Lifecycle Project Assessment
- Understanding Complementary Industry Guidance

Who should attend?

This course will be your final step in achieving the ITIL Expert qualification. Students are required to have achieved a minimum of 17 credits from any combination of ITIL v3 units OR a combination of v2 Practitioner and v3 units, including an ITIL® Foundation Certificate in IT Service Management or v2 to v3 bridge equivalent.

Professional Qualifications

The course completes the ITIL® Capability and Lifecycle qualification programs and leads to the ITIL® Expert qualification.

The examination will consist of a complex multiple choice, closed book exam, to be completed within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of a dictionary.) The pass mark will be 70% or more.

Structure

The course is based on the OGC's Best Practice Guidelines in the ITIL® Service Lifecycle books. It is recommended that students should complete at least 28 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.