

ITIL-MALC: ITIL 2011 Managing Across the Lifecycle (MALC)

Managing Across the Lifecycle (MALC) course completes the ITIL Capability and Lifecycle qualification programs, and is a required course for the ITIL Expert designation. This course brings together the full meaning of a Lifecycle approach to Service Management. The focus is on the strategy, planning, and measuring ITIL practices. Understanding and interacting with the lifecycle phase/process/function interactions and interdependencies are crucial to the successful completion of MALC. It is also expected the candidate can apply the high-level concepts of project management and application design, though these concepts are not directly taught during this course. This course is required for the ITIL Expert certification; successful completion of the course and exam will award the ITIL Expert certificate and pin. The next step within the ITIL schema is the ITIL Master.



AUDIENCE

The target audience for this course includes CIOs, Senior IT Managers, IT Managers, Supervisors, IT Professionals, IT Operations practitioners and IT Development practitioners as well as those who require a business and management level understanding of the ITIL Service Lifecycle and how it may be implemented to improve the quality of service provision. Candidates must have a minimum of 17 credits (2 credits for Foundation and 15 additional credits from the Capability and/or Lifecycle courses/ equivalents). Proof required prior to course attendance.

PREREQUISITES

The candidate must hold (photocopies required) a Foundation certificate (2 credits) and one of the following:

- » 15 credits in any combination from the ITIL 2007/2011 Intermediate course catalog or approved complementary course list
- » A combination of v2 ITIL Practitioner Certificates and ITIL 2007/2011 courses to equal the required 15 credits
- » Holders of the ITIL Expert Certificate in IT Service Management (achieved via the Bridge course)

The candidate should have at least 2-4 years experience working within a Service Management capacity. It is also strongly recommended that the candidate complete at least 28 hours of personal study reviewing the course syllabus and reading the core Lifecycle publications prior to attending.

- » For more information, please see the complete ITIL Qualification Scheme

WHAT YOU WILL LEARN

- » Key Concepts of the Service Lifecycle: reviews key service management concepts and terminology (lifecycle, value, management/organizational techniques)
- » Communication & Stakeholder Management: the role of Business Relationship Management across the lifecycle, communication principles and techniques across the lifecycle
- » Integrating Service Management: how to build Service Management capabilities so that services flow through the lifecycle (understand value to the business)
- » Managing Services across the Lifecycle: the high-level/holistic view of managing services from the perspective of the user/customer/stakeholder ensuring value and balancing the various delivery dichotomies
- » Governance & Organizational Challenges: defining the importance of governance and organizational structures (focus on 'people' - competencies, skills development, types of service providers, etc...) for successful service delivery

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ITIL Student
Phoenix, AZ

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- 5-day course
- Promotional and package discounts may apply

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COURSE OUTLINE

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All learning units are at Bloom's level 5. Examination questions will be at Bloom's level 4 and Bloom's level 5.

Learning unit MALC01: Key concepts of the service lifecycle

- » Managing services and service management
- » The service lifecycle
- » Service value across the different stages of the service lifecycle
- » Other key concepts.

Learning unit MALC02: Communication and stakeholder management

- » Co-ordination of business relationship management across the service lifecycle, and the role of
- » business relationship management in communication
- » Stakeholder management and communication
- » The value of good communication and ensuring its flow across the service lifecycle.

Learning unit MALC03: Integrating service management processes across the service lifecycle

- » The integration of service management processes through the service lifecycle
- » The impact of service strategy on other service lifecycle stages
- » The value of a service lifecycle perspective when designing service solutions
- » The inputs and outputs of processes and stages in the service lifecycle
- » The value to business and the interfaces of all processes in the ITIL service lifecycle.

Learning unit MALC04: Managing services across the service lifecycle

- » Identification and assessment of customer and stakeholder needs and requirements across all service lifecycle stages, and ensuring appropriate priority is given to them
- » How the service design package provides a link between service design, service transition and service operation
- » Managing cross-lifecycle processes to ensure appropriate impact and involvement at all required service lifecycle stages
- » Implementing and improving services, using key sources of information for identifying the need for improvement
- » The challenges, critical success factors and risks of the service lifecycle stages, and potential conflicts and competing issues across the service lifecycle.

Learning unit MALC05: Governance and organization

- » Governance
- » Organizational structure, skills and competence
- » Service provider types and service strategies.

Learning unit MALC06: Measurement

- » Measuring and demonstrating business value
- » Determining and using metrics
- » Design and development of measurement frameworks and methods
- » Monitoring and control systems
- » Use of event management tools to increase visibility of the infrastructure and IT service delivery.

Learning unit MALC07: Implementing and improving service management capability

- » Implementing service management
- » Assessing service management
- » Improving service management
- » Key considerations for the implementation and improvement of both the service management practice and the services themselves
- » Key considerations when planning and implementing service management technologies.

CERTIFICATION EXAM:

- » This course is 5 days and includes the 120-minute, 10 multiple choice question, scenario-based, gradient scored (total 50 marks) certification exam completed at the end of the last day. An independent examination body facilitates and marks the examination. To pass, you must achieve 70% (35/50 correct) to receive your certificate and pin.
- » Successful completion of this course and exam awards the ITIL Expert designation. The Foundation course and a minimum of 15 'electives' credits for a total of 17 credits (or more) is a required prerequisite to attending the course.
- » To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 90 minutes of study/completing practice exam questions per evening. Candidates are expected to fully participate in all course activities.