

ITIL Managing across the Lifecycle (MALC) Certification Training

Modality: On Demand

Duration: 10 Hours

The training content, approved by APMG and CSME, focuses on the combined service management processes and practices. ITIL certification training will enhance your knowledge in the key ITIL topics such as management objectives, purposes, and functions and will improve your efficiency in improving service management capability.

Course Outline:

Topics Covered

Key Concepts of the Service Lifecycle

The Service Lifecycle

- The five stages of the service lifecycle and how they interact with each other
- Considering services from end-to-end; justification, design, measuring, testing, deploying, operating, and looking for ways to improve

Service Value Across the Different Stages of the Service Lifecycle

- How service strategy elements dictate what constitutes value, and how value is defined and measured
- Realizing business value in service operation
- Testing and demonstrating the service value in service transition
- Monitoring service measurements and using them to support all stages of the service lifecycle

Other Key Concepts

- Core, enabling, and enhancing services
- Organizing for service management
- Use of the RACI model to define and clarify roles and responsibilities, particularly in interfaces between processes and between service lifecycle stages
- Risk assessment and risk management
- Sharing knowledge across the service lifecycle and the use of knowledge management

Communication and Stakeholder Management

Coordination of business relationship management across the service lifecycle and the role of business relationship in communication

Stakeholder management and communication

The value of good communication and ensuring its flow across the service lifecycle

- The use of service models to aid communication on service
- Communication during service design
- Communication during service transition
- Communication during service operation
- Communication during continual service Improvement

Integrating Service Management Process Across the Service Lifecycle

The integration of service management 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 Strategy core publication

- Strategy management for IT services
- Service portfolio management
- Financial management for IT services
- Demand management
- Business relationship management

The value of business and the interfaces of all processes in the ITIL Service Design core publication

- Design co-ordination
- Service catalog management
- Service level management
- Availability management
- Capacity management
- IT service continuity management
- Information security management
- Supplier management

The value to business and the interfaces of all processes in the ITIL Service Transition core publication

- Transition planning and support

- Change management
- Service asset and configuration
- Release and deployment management
- Service validation and testing
- Change evaluation
- Knowledge management

The value to business and the interfaces of all processes in the ITIL Service Operation core publication

- Event management
- Incident management
- Request fulfilment
- Problem management
- Access management

The value to business and the interfaces of the seven-step improvement process, along with the role other processes play

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 (SDP) provides a link between service design, service transition, and service operation

Managing cross-lifecycle processes to ensure appropriate impact

- Flow of knowledge, experience, and skills between lifecycle stages
- Involve service transition in early stages of the service lifecycle
- Involve operations staff, business users, and other relevant stakeholders in service rehearsals
- Implementing and improving services, using key sources of information for identifying the need for improvement

Service level management (SLM) review meeting “frequent” reviewing management information and trends to ensure that services are meeting agreed service levels

Customer satisfaction surveys

Reviewing business trends and changed priorities, and keeping ahead of business projections

the challenges, critical success factors, and risks of the service lifecycle stages, and potential conflicts and competing issues

ce and Organization

ce

the importance and impact of good governance on service management

the use of governance in sourcing

the role of the IT strategy or steering group in setting direction, policy, and strategy for IT services

the application of governance in change management, through change authorization to ensure the integrity

live services. The role of the Change Advisory Board (CAB)

the support for management systems to ensure appropriate governance

organizational structure, skills, and competence

change and application of organizational development incident management

g and applying various organizational structures for service management and combining several

types in matrix organizations

competence

provider types and service strategies

the different service provider types and the implication of choosing a specific type

the selection of appropriate service delivery strategies

ment

g and demonstrating business value

ng and using metrics

service management

service, process, and technical metrics

CFs and KPIs

using measurements and metrics to validate, justify, and direct

intervene

and development of measurement frameworks and methods

Design and development of a service measurement framework
 Designing measurement methods and metrics

g and control systems

Monitoring, reporting, and control
 Monitor control loops

Use of event management tools to increase visibility of the infrastructure and IT service delivery

Improving Service Management Capability

Improving service management

Understanding the high-level goals and objectives of the organization
 Identifying the external (legislation, competitors) and internal (organizational structure, culture) drivers
 Service strategy implementation taking a service lifecycle approach

Improving service management

Assessing the current situation regarding service provision
 Assessing current and defining future required maturity levels, quality, and cost of provision
 Using benchmarking to identify need for improvement for each service lifecycle stage

Improving service management

Improvement for improvement with short, medium, and longer term improvement initiatives

CSI approach and Deming Cycle to ensure that the organization continues to move forward with continual improvement

Improvement process to measure progress and enable potential improvements to the service to be identified

Considerations for implementation and improvement of both the practice of service management and the organization itself

Considerations when planning and implementing service management technologies

Team Preparation

Concepts