ITIL® Managing Across Lifecycle (ITIL®-MALC)

Modality: Virtual Classroom

Duration: 5 Days

"If you enroll in this course without the Master Subscription plan, you receive a _Free Official Exam Voucher_ for ITIL-MALC Exam. This course does not include Exam Voucher if enrolled within the Master Subscription, however, you can request to purchase the Official Exam Voucher separately."

About this course:

Managing Across the Lifestyle is a course which is mandatory for those professionals who want to acquire the ITIL® Expert qualification. It is worth 5 credits and consists of a course outline which offers the entire ITIL® Capability and Lifecycle qualification programs and eventually helps the student in applying for the ITIL® Expert qualification. If you are one of those people who want to obtain the ITIL® Expert qualification, then you have landed on the right page.

The exam comprises of complex MCQs (multiple choice questions) and is a closed book exam which needs to be completed within 90 minutes. For those students who are taking the exam in the English language with English not being their first language will be allowed an additional 40 minutes, allowing them to complete the exam within 120 minutes. Those who received 70% or more marks in the exam will clear it.

The course has been developed based on OGC's Best Practice Guidelines available in ITIL® Service Lifecycle books. Most experts recommend students to complete a minimum of 28 hours of personal study by going over the syllabus and reviewing as well as studying the relevant books which will aid in preparing for the exam.

Course Objectives:

The certification allows the student to complete the Lifecycle and Capability streams by providing information that will be required for deploying and managing the required skills associated with using the Lifecycle practices. This includes;

- Introduction to IT Service Management Business & Managerial Issues

- Management of Strategic Change

- Managing the Planning and Implementation of IT Service Management

- Managerial Functions

- Risk Management

- Lifecycle Project Assessment

- Understanding Organizational Challenges

- Understanding Complementary Industry Guidance.

Audience:

The course is intended to be undertaken by those professional who wish to obtain the ITIL® Expert qualification. In order to be eligible for this course, the students must have a minimum of 17 credits using any combination of v2 Practitioner and v3 units, ITIL® v3 units, ITIL® Foundation Certificate in IT Service Management or v2 to v3 bridge equivalent.

Prerequisites:

- **Candidates wishing to be trained and examined for this qualification must already have two (2) credits from the ITIL?? Foundation certificate and must, as a minimum, have obtained a further 15 credits to a total of at least 17 credits. 15 credits can be obtained from ITIL?? Intermediate qualifications. Some credits from earlier ITIL?? qualifications and complementary qualifications can also count towards 15 credits. Holders of ITIL?? Expert Certificate in IT Service Management are also eligible. Documentary evidence of all credits must be presented by candidates for the MALC qualification.**

Course Outline:

Module - 1: Introduction

- **Unique Nature of the Course**
- **Pre-Reading**

Module - 2: Strategic Assessment

- **Overview**
- **Scenario**
- **Solution Development**
- **Presentations**
- **Grading Rubric**
- **Scenario Brief**

Module - 3: Organizational Challenges, Critical Success Factors, and Risks

- **Overview**
- **Scenario**
- **Solution Development**
- **Presentations**
- **Grading Rubric**
- **Scenario Brief**

Module - 4: ITSM Implementation Plan

- **Overview**
- **Scenario**
- **Solution Development**
- **Presentations**
- **Grading Rubric**
- **Scenario Brief**

Module - 5: Business Case

- **Overview**
- **Scenario**
- **Solution Development**
- **Presentations**
- **Grading Rubric**
- **Scenario Brief**

Module - 6: Managing Strategic Change

- **Overview**
- **Scenario**
- **Solution Development**
- **Presentations**
- **Grading Rubric**
- **Scenario Brief**

Module - 7: Exam Preparation Guide