

ITIL Managing Across the Lifecycle (MALC) qualification

Overview

The intent of the Managing across the Lifecycle (MALC) qualification is to give delegates the skills to support an organization's service delivery by bridging the service lifecycle stages.

Course Benefits

The qualification demonstrates that delegates have learned the value of one combined service management practice as opposed to separate subject areas. ITIL processes and practices, as learnt from the lifecycle and capability streams of the intermediate certificates, are put into a context of delivering this value.

The ITIL® Qualification in Managing across the Lifecycle Certificate is the final module in the Service Lifecycle and/or Service Capability modules that lead to the ITIL® Expert in Service Management.

Course Objective

The main focus of the course is covered by the volume of the IT Infrastructure Library® (ITIL®). The core volume provides guidance on the operation of new or changed services for introduction into the live environment.

Target Audience:

- 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

Prerequisites

- Delegates wishing to be trained and examined for this qualification must already have two (2) credits from the ITIL v3 or 2011 Foundation certificate or have the ITIL v2/v3 Foundation bridge 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.

Examination

Documentary evidence of all credits must be presented by delegates for the MALC qualification. Failure to comply with these pre-requisites will result in candidates' results being withheld by the PeopleCert.

If taking an exam, delegates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided to PeopleCert. Please note that if proof is not provided within 40 days, candidate's exam results will be null and void and a re-sit would be required.

Pre course Reading:

It is recommended that candidates spend at least 28 hours reviewing both their ITIL foundation and intermediate course material prior to attending the MALC course.

Course Outline.

- 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

Duration

5 days

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