Managing Across the Lifecycle (MALC)
an ITIL® 2011 Edition Capability & Service Lifecycle Course

Introduction

The Managing Across the Lifecycle (MALC) course completes the ITIL Capability and Service Lifecycle training and leads to the award of the *ITIL Expert™* qualification.   This course emphasizes the importance of the lifecycle approach to ITSM and focuses on the business, management and supervisory objectives, purposes, processes, activities and functions within the service lifecycle – and, most importantly, on the crucial interdependencies between them.

Course Duration

This is an intensive five-day course, which includes the official accreditor's certification exam.

What You Will Learn

The main focus of this course is on the knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices. These include:

- *Key concepts of the service lifecycle*:
  Including managing services and service management; the service lifecycle; service value across the different stages of the service lifecycle

- *Communication and stakeholder management*:
  Coordination of business relationship management (BRM) across the service lifecycle and the role of BRM and stakeholder management in communication; the value of good communication and ensuring its flow across the service lifecycle.

- *Integrating service management processes across the service lifecycle*:
  The integration of service management processes through the service lifecycle and their value to the business; the impact of service strategy on other lifecycle stages; the value of the service lifecycle perspective when designing service solutions; the inputs and outputs of the processes and service lifecycle stages.

- *Managing services across the service lifecycle*:
  Identifying and assessing customer and stakeholder requirements across all service lifecycle stages and ensuring they are appropriately prioritized; the role of the service design package in providing a link between service design, service transition and service operation; managing cross-lifecycle processes to ensure appropriate impact and involvement; implementing service improvements using key sources of information for identifying improvement needs; the challenges, CSFs, KPIs and risks of the service lifecycle stages and potential service lifecycle conflicts and competing issues.

- *Governance and organization*:
  Governance, organizational structure, skills and competence; service provider types and service strategies.

- *Implementing and improving service management capabilities*:
  Assessing and implementing service management improvements; key considerations for implementing and improving service management practices and the services themselves.

Prerequisites

The candidate:

- Must hold (photocopies required) an ITIL Foundation Certificate (v3 or v2 plus Foundation Bridge) plus have acquired at least a further 15 points from any combination of intermediate certificates
- Must have completed an accredited course from an accredited training organization (ATO).

Who Should Attend

This course aims to help students gain the knowledge and skills needed to support an organization's service delivery by bridging the lifecycle stages, demonstrating that the value of one combined service management practice (as opposed to separate islands of specialism) is understood. While MALC encompasses the broadest perspectives of service management skills, for example those related to project management and application design, it is not intended to teach these practices, rather to refer to them as contexts for ITIL application, though a high-level understanding of these is still expected

The course is therefore recommended for individuals who require a business and management level understanding of the service lifecycle and how 'best practices' may be implemented to enhance the quality of IT service provision within an organization, for example:

- o   CIOs, senior IT officers and managers

- o   IT managers, supervisors, development and operations practitioners and other IT professionals

- o   Individuals seeking the *ITIL Expert™* level certification in ITSM for which this is the final mandatory module and individuals seeking progress towards the *ITIL Master™* standing in ITSM for which the *ITIL Expert™* certification is a prerequisite.

Student Responsibilities

The MALC course and exam are very challenging and it is therefore recommended that, prior to the course start, students complete at least 28 hours of personal study by reviewing their foundation and intermediate level knowledge, the syllabus and terminology list and the ITIL lifecycle publications. Students should also allow for a minimum of 90 minutes of study per evening during the course.

*Note: These ITIL publications are **NOT** included with the course but can be purchased from orders@diymonde.com.*

Professional Qualification

This course is the final module in the ITIL Intermediate qualification program. Successfully passing the closed book, 2-hour in-class exam consisting of 10 multi-part, multiple-choice, scenario-based, gradient-scored questions, leads to an award of the *ITIL Expert™* status. Each question has 4 possible answer options, one of which is worth 5 marks, one 3 marks, one 1 mark and the last (a distracter) no marks at all.

 The pass mark is 70% (35/50).

Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. All materials are distributed on the first day.

Instructors

All DIYmonde instructors are fully qualified and accredited by the appropriate examination board.