



ITIL® Managing Across the Lifecycle (MALC)

Course ID#: 1095-275-32-Z

35 Hrs

Course Content

Course Description:

As the capstone course for the ITIL Qualification Scheme, this highly-interactive course uses 15 innovative assignments to evolve candidates from ITIL content knowledge to ITIL application and integration knowledge. Facilitated by our most seasoned instructors, these assignments, require candidates to apply their ITIL knowledge to real-world activities such as analyzing a situation, identifying improvement opportunities, prioritizing those opportunities, and presenting a business case for improvements. Most assignments are based on the case study used for the exam. This allows candidates to acquire an in-depth understanding of the case study by putting it into action.

Audience:

- Individuals seeking to achieve the ITIL Master or ITIL Expert Certification
- CIOs, senior IT managers, IT managers, supervisors, IT professionals and IT operations and development professionals 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

Prerequisites:

- Participants should review their Foundation and Intermediate qualification materials before attending the course.
- Course includes a high degree of practical assignment work and home study each evening.
- Course tuition includes the ITIL MALC Certification Exam which is a higher degree of difficulty than the Intermediate-level exams.
- Tuition also includes an overview map that illustrates the ITIL lifecycle stages, serving to reinforce key concepts and functioning as a valuable reference tool
- 17 credits from a combination of the ITIL Foundation and other qualified certifications are needed to attend this course and take the ITIL Certification Exam on the final day



ITIL® Managing Across the Lifecycle (MALC)

Course ID#: 1095-275-32-Z

35 Hrs

Topics:

Reviewing the strategic and managerial aspects of the service lifecycle

- Designing, deploying and operating services end-to-end
- Sharing knowledge across the lifecycle
- Risk assessment and risk management

Service value across the lifecycle stages

- Realizing business value in service operation
- Supporting the service lifecycle with service measurements

Governance and Organization

Impacting service management with governance

- The role of IT strategy in setting direction and policy
- Ensuring appropriate governance

Organizational structure, skills and competence

- Addressing the challenges of organizational development
- Service provider types and service strategies

Implementing and Improving Service Management Capability

Service management capability

- Identifying external and internal drivers
- A service lifecycle approach to service strategy

Assessing service management

- Performing evaluations for the service provision
- Benchmarking to identify improvements

Enabling effective improvement

- Applying improvement initiatives and the Deming Cycle
- Key considerations for improvement

Communication and Stakeholder Management

Coordinating with the business and suppliers

- Business relationship management
- Stakeholder management

Ensuring effective communication

- Service models for value creation
- Communicating during the stages of the service lifecycle

Integrating Service Management Processes Across the Lifecycle

The impact of service strategy on lifecycle stages

- Strategy management for IT services
- Business relationship management

Analyzing service design

- Coordinating design
- Service catalog management
- Availability management
- Capacity management



ITIL® Managing Across the Lifecycle (MALC)

Course ID#: 1095-275-32-Z

35 Hrs

Organizing for service transition

- Transition planning and support
- Change management and evaluation

Planning service operation

- Event and incident management
- Request fulfillment

Implementing continual service improvement

- Designing service solutions
- The seven-step improvement process

Managing Services Across the Service Lifecycle

Capturing customer and stakeholder needs

- Identifying needs and requirements
- Ensuring appropriate priority

Managing cross-lifecycle processes

- Connecting service design, transition and operation with the Service Design Package (SDP)
- Involving service transition in the early stages
- Business users and stakeholders in service rehearsals

Balancing potential conflicts and competing issues

- Implementing and improving services
- Service Level Management (SLM)
- Customer satisfaction surveys
- Reviewing business trends and changed priorities

- Challenges, critical success factors and risks

Measurement

Types of measurements

- Determining and using metrics
- Metrics to validate, justify and direct

Designing measurement frameworks

- Developing measurement methods and metrics
- Monitoring and control systems