



ITIL® 2011 Managing Across the Lifecycle (MALC)

Interactive teaching.
Imaginative course presentation.
Impressive results.

What Will the Course Give Me?

SED-IT's 5-day Managing Across the Lifecycle (MALC) course completes the ITIL Capability and Lifecycle qualification programs, and is a required course for the ITIL Expert designation. This course brings together the full meaning of a Lifecycle approach to Service Management. The focus is on the strategy, planning, and measuring ITIL practices - basically bridging the activities across the Service Lifecycle. Understanding and interacting with the lifecycle phase/process/function interactions and interdependencies are crucial to the successful completion of MALC. It is also expected the candidate can apply the high-level concepts of project management and application design, though these concepts are not directly taught during this course.

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:** reviews key service management concepts and terminology (lifecycle, value, management/organizational techniques)
- **Communication & Stakeholder Management:** the role of Business Relationship Management across the lifecycle, communication principles and techniques across the lifecycle
- **Integrating Service Management:** how to build Service Management capabilities so that services flow through the lifecycle (understand value to the business)
- **Managing Services across the Lifecycle:** the high-level/holistic view of managing services from the perspective of the user/customer/stakeholder ensuring value and balancing the various delivery dichotomies
- **Governance & Organizational Challenges:** defining the importance of governance and organizational structures (focus on 'people' - competencies, skills development, types of service providers, etc...) for successful service delivery
- **Measuring:** details the measurement types used to support and assess service and process functionality
- **Implementing & Improving:** implementation and assessment techniques to drive Service Management maturity and performance, enabling effective improvement efforts

Who Should Attend?

The target audience for this course includes CIOs, Senior IT Managers, IT Managers, Supervisors, IT Professionals, IT Operations practitioners and IT Development practitioners as well as those who require a business and management level understanding of the ITIL Service Lifecycle and how it may be implemented to improve the quality of service provision. Candidates must have a minimum of 17 credits (2 credits for Foundation and 15 additional credits from the Capability and/or Lifecycle courses/equivalents). Proof required prior to course attendance.

Why You Should Attend This Course

This course is required for the ITIL Expert certification; successful completion of the course and exam will award the ITIL Expert certificate. The next step within the ITIL schema is the ITIL Master.

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Why SED-IT?

SED-IT only uses fully qualified and accredited instructors who also have in-depth practical experience in assisting organizations in their specific “adopt/adapt” initiatives in Service Management. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful Service Management project and environment. SED-IT is a globally accredited organization, via EXIN and PEOPLECERT to provide ITIL education. SED-IT is also fully accredited (as well as the subject matter expert behind its redevelopment) to deliver EXIN’s ISO/IEC 20000 educational program (Foundation, Specialist, Auditor, Expert and Master courses).

Duration & Logistics

This course is five (5) full days and includes the certification exam (time allowed is 120 minutes for 10 multiple choice questions based on a single case study (used in the class for full comprehension), gradient scored) completed at the end of the last day. The exam is delivered online with a printed copy of the case study and scores are immediately available upon submission of the exam. To pass, you must achieve 70% or greater (35/50 correct) to receive the certification. The course is held in Louisville, KY but we are more than happy to conduct closed courses on customer’s sites; call for details.

Successful completion of this course and exam awards the ITIL Expert designation. The Foundation course and a minimum of 15 ‘electives’ credits for a total of 17 credits (or more) is a required prerequisite to attending the course.

Prerequisites

The candidate must hold (documentary evidence required) a Foundation certificate (2 credits) and one of the following:

- 15 credits in any combination from the ITIL 2007/2011 Intermediate course catalog or approved complementary course list
- A combination of v2 ITIL Practitioner Certificates and ITIL 2007/2011 courses to equal the required 15 credits
- Holders of the ITIL Expert Certificate in IT Service Management (achieved via the Bridge course)

The candidate should have at least 2-4 years experience working within a Service Management capacity. It is also strongly recommended that the candidate complete at least 28 hours of personal study reviewing the course syllabus and reading the core Lifecycle publications prior to attending, specifically *Service Strategy*. The syllabus can be found at www.axelos.com/best-practice-solutions/itil.

Student Materials, Responsibilities & Price

Each candidate will receive full color course materials - lecture notes, in-course exercises and answers, homework and practice exams. All materials are distributed on the first day of class.

To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 90 minutes of study/completing practice exam questions per evening. Candidates are expected to fully participate in all course activities.

Course price: \$2,995 (includes all materials and the exam)

Next Steps

Speak with us at **502-456-4322**, send an e-mail with your requirements to info@practical-itsm.com or visit the course page at www.practical-itsm.com/intermediate_malc.