

ITIL® Managing Across The Lifecycle

Course Code: MALC

Duration: 5

Overview

This course brings together the full essence of a Lifecycle approach to service management, and consolidates the knowledge gained across the qualification scheme.

The course completes the ITIL® Capability and Lifecycle qualification programmes, and leads to the ITIL® Expert qualification.

Pre-Requisites

Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

It is recommended that students should complete at least 28 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Target Audience

Delegates are required to have achieved a minimum of 17 credits from any combination of ITIL® V3 units OR a combination of V2 Practitioner and V3 units, including an ITIL® Foundation V3 (SMEV3) Certificate in IT Service Management or V2 to V3 bridge equivalent (ITIL® V3 Bridging Foundation (ILFBR))

Objectives

- This course will be your final step in achieving the ITIL® Expert qualification.

Content

This certification completes the Lifecycle and Capability streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices and includes:

- Introduction to IT Service Management Business & Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Managerial Functions
- Understanding Organizational Challenges
- Lifecycle Project Assessment
- Understanding Complementary Industry Guidance

Certification

The examination will consist of a complex multiple choice, closed book paper, to be completed within 90 minutes. Candidates sitting the examination in English and who do not speak English as their first language will be allowed 120 minutes to allow use of a dictionary. The pass mark will be 65% or more.

Follow on Courses

- None.

Further Information

This course is worth 5 ITIL Expert Credits.

The course is based on the OGC's Best Practice Guidelines in the ITIL® Service Lifecycle books. The books are available from the GK bookshop (<http://www.gkbookshop.co.uk>).

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