ITILÃ‚Â® Managing Across the Lifecycle Training

Course#:ITSM-09
Duration:5 Days
Price:0.00

Course Description

The ITIL Managing Across the lifecycle (MALC) module is the final course that leads to the ITIL Expert qualification. Becoming ITIL MALC certified gives professionals the ability to support an organizations service delivery by bridging the service lifecycle stages. In short, this module that bridges the gap between intermediate and expert levels helps professionals to apply the processes and practices learned from the Lifecycle and Capability modules at the Intermediate Level, to deliver customer value and meet organizational objectives.

KnowledgeHuts exam-based, intensive workshop on ITIL MALC, helps you aim for a first time pass of the exam though crisp courseware and expert coaching. You will learn about the main objectives of the MALC, including how to strategize, plan, use and measure ITIL practices, integrate the service lifecycle stages as a whole, establish process integration and interfaces and share data, information and knowledge. Enrol today and get set on the journey towards achieving the ITIL Expert qualification.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit this link.

Objectives

What you will learn:

On completion of this workshop and successful attempt of the examination, candidates will become proficient in:

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

You will also get:

5 days classroom training

In-depth preparatory help for examination

Comprehensive and crisp courseware

5 credits toward ITIL Expert certification and 30 PDUs for PMI recertification

Coaching by ITIL certified experts

Downloadable courseware

Post workshop assistance and support

Course fee includes certification exam fee.

Audience

This workshop and the subsequent certification will benefit:

Chief information officers (CIOs)

IT managers, supervisors and professionals

IT operations anddevelopment practitioners

Professionals who require a business- and management-level understanding of the ITIL servicelifecycleand use it to enhance the quality of IT service provision within an organization

Those pursuing the ITIL Expert certificate for which thisqualification is the final mandatory module

Those seeking to progress towards the ITIL Master certificate for which the ITIL Expert Level qualification is a prerequisite

Prerequisites

Eligibility:

Attendees wishing to be trained and examined for this qualification must already hold the ITIL Foundation certificate (worth 2 credits) and, at a minimum, have obtained another 15 credits at the

Intermediate Level (for a total of 17).

Attendees who hold theITIL Expert certificate (achieved via Service Manager or Practitioner bridging routes) are also eligible.

It is highly recommended that participants:

Demonstrate familiarity with IT terminology and understand the context of the entire ITIL service lifecycle within their environment
Have experience working in a service management capacity

Attending a 30 contact hours training workshop from an accredited training organization (ATO), such as this one from KnowledgeHut, is mandatory to take the exam.

For more information, visit:https://www.axelos.com/Corporate/media/Files/Syllabi/The_ITIL_Managing_Across_the_Lifecycle_Certificate_Syllabus_v5-2.pdf

Content

Key concepts of the service lifecycle

Managing services and service management
The service lifecycle
Service value across the different stages of the service lifecycle
Other key concepts

Communication and stakeholder management

Co-ordination of business relationship management across the service lifecycle, and the role of business relationship management in communication
Stakeholder management and 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
The impact of service strategy on other service lifecycle stages
The value of a service lifecycle perspective when designing service solutions
The inputs and outputs of processes and stages in the service lifecycle
The value to business and the interfaces of all processes in the ITIL service lifecycle

Managing services across the service lifecycle

Identification and assessment of customer and stakeholder needs and requirements across all service lifecycle stages, and ensuring appropriate priority is given to them
How the service design package provides a link between service design, service transition and service operation
Managing cross-lifecycle processes to ensure appropriate impact and involvement at all required service lifecycle stages
Implementing and improving services, using key sources of information for identifying the need for improvement
The challenges, critical success factors and risks of the service lifecycle stages, and potential conflicts and competing issues across the service lifecycle

Governance and organization

Governance

Organizational structure, skills and competence

Service provider types and service strategies

Measurement

Measuring and demonstrating business value

Determining and using metrics

Design and development of measurement frameworks and methods

Monitoring and control systems

Use of event management tools to increase visibility of the infrastructure and IT service delivery

Implementing and improving service management capability

Implementing service management

Assessing service management

Improving service management

Key considerations for the implementation and improvement of both the service management practice and the services themselves

Key considerations when planning and implementing service management technologies