

## Fact Sheet: ITIL® Managing Across the Lifecycle

### Description:

The **Managing Across the Lifecycle** Certificate is the final module of the Service Lifecycle and/or Service Capability Intermediate courses that leads to the ITIL Expert in IT Service Management recognition. This course immerses learners in the contents of the ITIL® publications, focusing on business, management and supervisory objectives, purpose, processes, functions and activities, and on the interfaces and interactions between the processes covered in the Service Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

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

### Course Objectives:

Purpose and objective of Managing Across Lifecycle is to give candidates the skills to support an organization's service delivery by bridging the service lifecycle stages.

- The qualification demonstrates that candidates have learned the value of one combined service management practice as opposed to separate subject areas
- ITIL process learned so far from lifecycle/capability module, MALC puts them together in the context of delivering value
- The learning outcomes are intended to bring a candidate from ITIL content knowledge to ITIL content application and integration knowledge
- Enhance skills that can be used in a tangible way
- While MALC encompasses the broadest perspectives of service management skills, i.e. Project Management, Application Design, etc. **(it is not intended to teach these practices, rather to refer to them as contexts for ITIL application)**

This qualification focuses on strategizing, planning, using and measuring ITIL practices in an integrated functioning model:

- How the service lifecycle stages form an integrated whole
- Process integration and interfaces
- Shared data / information / knowledge

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## Course Outline:

### • 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
- 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.

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## 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.

## Target Audience:

The qualification prepares candidates to work in established service management roles, as well as to implement and improve service management practices. The target group for the MALC qualification includes, but is not limited to:

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Senior IT Managers
- Supervisory Staff
- IT Professionals
- IT Operations Practitioners
- IT Consultants
- IT Development Practitioners
- IT Security Managers
- Individuals 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
- Individuals seeking the ITIL Expert in IT Service Management certificate, for which this qualification is the final mandatory module
- Individuals seeking progress towards the ITIL Master in IT Service Management, for which the ITIL Expert in IT Service Management certificate is a prerequisite

## Prerequisites:

Candidates wishing to be trained and examined for this qualification must already have (Documentary evidence of all credits must be presented by candidates for the MALC qualification)

- Two (2) credits from the ITIL Foundation certificate
- Minimum, have to obtain further 15 credits to a total of at least 17 credits
- Candidates must have undertaken at least 30 contact hours for this syllabus as part of a formal, approved training course/scheme (Contact hours are hours of instruction, excluding breaks, with an accredited training organization (ATO) )
- It is also recommended that candidates should complete at least 28 hours of personal study by reviewing foundation and intermediate level knowledge.

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## Examination:

**Type:** Multiple choices,10 questions, scenario based

**Duration:**Maximum 120 minutes

**Pass Score:** 70% (35 out of 50)

**Delivery:**PBT and CBT

**Examination Body:** Exin | PeopleCert | TUV- SUD

## Credit:

There is no specific training course to achieve ITIL® Expert level. Once you have met the following criteria you can apply for this certification:

- Candidates must have earned a minimum total of 17 credits from the Foundation and Intermediate modules.
- Once you have earned 17 credits from the Intermediate modules you must take and pass the Managing Across the Lifecycle module
- A total of 22 credits minimum must be achieved from ITIL® Intermediate Level or earlier ITIL® certifications
- The Managing Across the Lifecycle (MALC) module must then be taken and passed to achieve a total of 22 credits, which is the minimum required for ITIL Expert level.

For more details contact

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