



## Course 4862: ITIL® Managing Across the Lifecycle (MALC)

### About this course

This 5-day (30 contact hour) course provides learners with the knowledge of management level concepts and core information of the activities and techniques within Managing Across the Lifecycle. To achieve the ITIL® Managing Across the Lifecycle certificate in IT service management you must complete all units and successfully pass the corresponding examination.

### Certification Examination Type and Duration

The ITIL Intermediate Qualification: Managing Across the Lifecycle Certificate is a free-standing qualification but is also part of the ITIL intermediate lifecycle stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and Operation as documented in the ITIL Managing Across the Lifecycle publication. Upon completion of the course, candidates may sit the optional ITIL® Managing Across the Lifecycle examination leading to the ITIL® Managing Across the Lifecycle Certificate in IT Service Management. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a multiple choice format that consists of eight (8) questions.

### Audience

This course is intended for individuals who require a detailed understanding of the ITIL® Managing Across the Lifecycle aspects of the ITIL® Core Lifecycle and how it may be implemented to enhance the quality of IT service provisioning within their organization, as well as IT professionals working within or about to enter an environment and requiring an understanding of the concepts, processes, functions and activities involved in Managing Across the Lifecycle.

This course is also intended for individuals seeking the ITIL® Expert in IT Service Management qualification, or the ITIL® Expert in IT Service Management qualification.

### Prerequisites

In order to take the ITIL® Managing Across the Lifecycle course, candidates must:

- Have passed the ITIL® Foundation certification exam
- In order to take the ITIL® Managing Across the Lifecycle exam, candidates must complete the ITIL® Managing Across the Lifecycle course and present a Certificate of Completion
- A basic IT literacy and around 2 years IT experience are highly desirable
- It is also recommended that candidates should complete at least 30 hours of personal study by reviewing the syllabus and the ITIL Managing Across the Lifecycle publication

in preparation for the examination, paying particular attention to the Managing Across the Lifecycle-specific terminology cited in the syllabus and defined in the Official ITIL Acronyms and the Official ITIL Glossary, noting new terms and questions to raise in class.

## Duration

5 days (30 hours).

## Learning Objectives

After completing this course, learners will be able to gain knowledge and understanding of:

- 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

## Course Outline

Module 1: Key Concepts of the Service Lifecycle

Module 2: Communication and Stakeholder Management

Module 3: Integrating Service Management Processes Across the Service Lifecycle

Module 4: Managing Services Across the Service Lifecycle

Module 5: Governance, Roles, People, Competence and the Organization

Module 6: Measurement

Module 7: Implementing and Improving Service Management Capability

Module 8: Summary, Exam Preparation, and Directed Studies

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