ITIL® Intermediate
Managing across the Lifecycle

SMCE Service Management Center of Excellence

Introducing the Professional Qualification

The intent of the Managing across the Lifecycle (MALC) qualification 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 processes and practices, as learnt from the lifecycle and capability streams of the intermediate certificates, are put into a context of delivering this value.

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. A high-level understanding of these is still expected.

Learning Objectives:
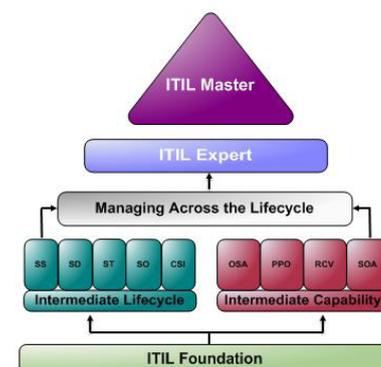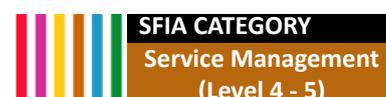At the end of this course, you will be able to:
- Key concepts of the service lifecycle
- Communication and stakeholder management
- Integrating service management processes across the service lifecycle
- Managing services across the service lifecycle
- Governance and organization
- Measurement
- Implementing and improving service management capability
- Preparing for APMG MALC examination, including mock examination opportunity

Learning Resources:
SMCE offers it's learners a range of premium accredited learning resources. The list shown below is a reference list for the Training Providers in their consideration for supplemental material:

ITIL® Core Reference Material:

Service Strategy	ISBN: 9780113313044
Service Design	ISBN: 9780113313051
Service Transition	ISBN: 9780113313068
Service Operation	ISBN: 9780113313075
Continual Service Improvement	ISBN: 9780113313082
Lifecycle Publication Suite	ISBN: 9780113313235

ITL301
COURSE CODE

5 Days
COURSE DURATION

English
COURSE LANGUAGE

SFIA CATEGORY
Service Management
(Level 4 - 5)

ITIL®
TRAINING ORGANIZATION ACCREDITED BY
PEOPLECERT ON BEHALF OF AXELOS

ITIL Master

ITIL Expert

Managing Across the Lifecycle

| SS | SD | ST | SO | CSI | | OSA | PPO | RCV | SOA |

Intermediate Lifecycle — Intermediate Capability

ITIL Foundation

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Qualification Overview

Duration	5 Days	30 training hours	Timing 8 - 5 pm
Audience	• CIOs • Senior IT Managers	• IT Supervisors • IT Professionals	• IT Operaters • IT Developers
Certification	ITIL Managing across the Lifecycle Certification		
Exam Structure	Multiple choice 10 questions	120 minutes	Pass Score 35/50 or 70%
Pre-requisite	• ITIL Foundation Certificate in IT Service Management. • At least 17 ITIL credits		
Logistics	• U-shaped Classroom • Projector & flipchart	• Max 18 students • Exam delivery on last day	
Language Options	• English		
Delivery Method	• In-class • E-Learning	• Virtual class • Blended	

ITIL® Intermediate
Managing across the Lifecycle

Program Outline

ITILEX-MALC01	Key concepts of the service lifecycle
ITILEX-MALC02	Communication and stakeholder management
ITILEX-MALC03	Integrating service management processes across the service lifecycle
ITILEX-MALC04	Managing services across the service lifecycle
ITILEX-MALC05	Governance and organization
ITILEX-MALC06	Measurement
ITILEX-MALC07	Implementing and improving service management capability
ITILEX-MALC08	Mock exam

What is ITIL?

As the most widely adopted framework for IT service management in the world, it is hard to believe that ITIL® is more than 20 years old. Its practical, no-nonsense approach to the identification, planning, delivery and support of IT services to businesses has revolutionized IT service management, and thousands of practitioners now implement ITIL best practice in their working environments. The latest editions of ITIL from the Cabinet Office were published in July 2011, and these five publications (ITIL Service Strategy, ITIL Service Design, ITIL Service Transition, ITIL Service Operation and ITIL Continual Service Improvement) form the core guidance of best management practice.

In the early 1980s, the evolution of computing technology moved from mainframe-centric infrastructure and centralized IT organizations to distributed computing and geographically dispersed resources. While the ability to distribute technology afforded organizations more flexibility, the side-effect was inconsistent application of processes for technology delivery and support. The UK government recognized that utilizing consistent practices for all aspects of an IT service lifecycle could assist in driving organizational effectiveness and efficiency, as well as achieving predictable service levels. It was this recognition that gave rise to ITIL, which has become a successful mechanism to drive consistency, efficiency and excellence into the business of managing IT services.

Since ITIL is an approach to IT 'service' management, the concept of a service must be discussed. A service is something that provides value to customers. Services that customers can directly utilize or consume are known as business services. An example of a business service that has common applicability across many industries would be Payroll. Payroll is an IT service that is used to consolidate information, calculate compensation and generate pay cheques on a regular basis, and which relies on other business services such as 'time tracking' or 'benefits administration' to provide the extra information necessary for its calculations.

Contact SMCE www.smce.org

The Service Management Center of Excellence - SMCE is a regional organization dedicated to the promotion of a culture of Service Excellence in public and private sectors. To achieve its stated goals, SMCE has aligned with leading local and international authorities in order to accelerate knowledge transfer and build local expertise in the area of Service Management.

The center is devoted to the development of the strategies, techniques, principles and practices of excellence that will enhance individual and organizational performance, and further the advancement and maturity of IT industry in the region.

SMCE
Service Management
Center of Excellence

For information on any aspect of SMCE learning services contact SMCE HQ

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