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## ITIL® Managing Across The Lifecycle

**Duration: 5 Days**    **Course Code: MALC**

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### 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.

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### 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) )

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### Objectives:

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

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.

### Testing and 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.
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## 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

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## Additional 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>).

ITIL® is a Registered Trademark of The Office of Government Commerce (OGC).

This course is delivered in partnership with Fox IT - The Authority in IT Service Management™

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## Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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