

## ITIL® Managing Across the Lifecycle - Course Fact Sheet

**Certificate:** None

**Duration:** 5-day

**Course Delivery:** (Virtual) Classroom

**Course ID:** ITL9340CL

**Language:** English

**Credits:** 5 Credits to ITIL Expert

**PMI® PDUs:** 40

Managing Across the Lifecycle (MALC) is the final and last step for IT professionals before they join a select group who are ITIL Experts. MALC is the capstone course that enables learners to bridge the lifecycle stages of ITIL and truly help an organization integrate processes, responsibilities, and other subjects into a cohesive service management approach. To succeed, candidates must strategize, plan, use, and measure ITIL principles in an integrated approach. The ITpreneurs MALC training program provides a next generation learning experience that optimally prepares aspiring ITIL Experts for real world ITIL challenges. The course immerses them in a realistic case study and 5 strategic assignments that learners have to manage alone or in small groups. The ITpreneurs MALC experience asks candidates to conduct a strategic assessment, manage organizational challenges, develop an implementation plan, build a business case, and manage the strategic change program for an organization. This is a non-PowerPoint, non-lecture course; a full hands-on case study experience.

### **Course Description:**

The ITIL Managing Across the Lifecycle Certificate (MALC) is the final component that leads to the ITIL Expert in IT Service Management qualification.

The Managing Across the Lifecycle course builds on the knowledge and experience that learners obtained in the Intermediate courses. Learners are required to apply this knowledge, as well as the experience they have obtained performing service management functions. There are five strategic assignments developed around the Royal Phraya Hotel chain. This hotel is also featured in all other ITpreneurs ITIL courses. However, in the new course, the chain has expanded their business to other countries around the globe. The scenarios build upon each other, which means that, as in real life, if you make mistakes at the beginning, it will come back to you later. Each of the scenarios covers multiple learning objectives from the MALC syllabus. Additionally, the entire syllabus is fully covered in the course. Learners, who perform well in this advanced training program, will do well in the final MALC exam.

The Royal Phraya has just conducted an acquisition and learners have to assist management in the integration. When doing so, they will be asked to analyze and apply ITIL concepts and apply these to the situation (Bloom Level 4); and synthesize and evaluate information to create a meaningful result for the hotel (Bloom Level 5). Learners work in small teams, or operate individually, and when working in teams their team roles rotate. Each team member must lead at least one strategic assignment. During the course, the instructor plays the role of the technology manager of the Royal Phraya Hotel chain.

ITpreneurs delivers a next generation learning experience with the MALC training program. This program will test your readiness to become an ITIL Expert, and will guide you through the process to make sure that you understand your growth areas, as well as the areas in which you excel.

#### **Audience:**

The Managing Across the Lifecycle course will be of interest to:

- Chief Information Officers
- Senior IT Managers
- IT Managers
- Supervisors
- IT Professionals
- IT Operations Practitioners
- IT Development Practitioners
- 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.

#### **Learning Objectives:**

Upon successful completion of the education and examination components related to this qualification, candidates can expect to gain competencies in the following:

- 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

#### **Course Organizational Logistics:**

- A maximum of 18 people can attend this course with 1 instructor (optimum is from 8 to 12 people)  
Classroom with U-shaped seating arrangement  
Two break out rooms available (up to 12 participants per break out room)  
Whiteboard, flipchart, projector  
Previous ITIL Certificate numbers need to be provided prior to the start of the course  
Course runs from 8.30 a.m. – 5.30 p.m. each day  
It is an option to take the exam in the afternoon on Day 5, but we recommend that learners take the exam one or two weeks after the course.

#### **Prerequisites:**

Candidates for this course must:

Hold the ITIL Foundation Certificate (2 credits) in IT Service Management, and have obtained an additional 15 credits from a balanced selection of ITIL Service Lifecycle or Service Capability qualifications, i.e., a total of at least 17 credits.

#### **Course Learner Material:**

- Participants receive a copy of the classroom presentation material, practice exam, case study, homework, and assignments.  
Participants receive a PDF with additional course reference material (about 600 pages). This material is formatted for an e-reader allowing for participants to read it as an e-book.

**Examination:**

- Must have the ITIL Foundation Certificate (2 credits) and have obtained a minimum of 15 credits through formal Service Lifecycle or Service Capability certification streams and have completed the Managing Across the Lifecycle course from an Accredited Training Provider in order to sit the exam.
- It is recommended that learners complete at least 28 hours of personal study by reviewing the syllabus and the core ITIL publications in preparation for the examination. The syllabus can be downloaded from: <http://www.itil-officialsite.com/>.
- The exam is a closed book exam with ten (10) multiple choice, gradient scored questions that are based on a single case study. The case study is the same as provided with the mock exam in the training course. Candidates are expected to have thoroughly reviewed the case study prior to taking the exam.
- Exam duration is a maximum 120 minutes for all candidates in their respective language. Note: Candidates taking the examination in a language other than their first language, and/or living in a country where the language of the exam is not a business language in the country, have a maximum of 150 minutes and are allowed to use a dictionary.
- Each question will have four possible answer options: one, which is worth 5 marks, one worth 3 marks, one worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 35/50 or 70%.
- The exam is delivered as a supervised exam; a registered proctor oversees secure exam delivery.

**Credits:**

- Upon successful passing of the ITIL Managing Across the Lifecycle exam, the student will be recognized with 5 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 40 for the 5-day Classroom program and 30 for the Blended program.

**Agenda Full Five-Day Classroom Course:**

The full MALC classroom course is a complete group-based learning experience. Learners manage all the five assignments in small groups and they learn as much from their peers, as from the coaching performed by the instructor. This course is ideal for people who learn best by listening, discussing, and sharing knowledge.

Day 1	Day 2	Day 3	Day 4	Day 5
Unit 1. Introduction Managing Services Across Lifecycle	Unit 3. Organizational Challenges, Critical Success Factors and Risks	Unit 4. ITSM Implementation Plan	Unit 5. Business Case	Unit 6. Managing Strategic Change
Unit 2. Strategic Assessment				
				Briefing on the assignment

				Presentation
				Feedback on assignment
Briefing on the assignment	APMG Case Study Discussion			
Presentation	Presentation	Presentation	Presentation	Exam Preparation
Feedback on assignment	Feedback on assignment	Feedback on assignment	Feedback on assignment	
<b>Homework (Review of the Day's Materials)</b>				

## Course Outline :

### Unit 1: introduction

- 1.1 Overview
- 1.2 Instructor and Student Introductions
- 1.3 Unique Nature of the MALC Course
- 1.4 Course Details
- 1.5 Pre-Read
- 1.6 Course Agenda

### Unit 2: Strategic Assessment

- 2.1 Overview
- 2.2 Scenario
- 2.3 Solution Development
- 2.4 Presentations
- 2.5 Grading Rubric
- 2.6 Scenario Brief

### Unit 3: Organizational Challenges, Critical Success Factors, and Risks

- 3.1 Overview
- 3.2 Scenario
- 3.3 Solution Development
- 3.4 Presentations
- 3.5 Grading Rubric

3.6 Scenario Brief

**Unit 4: ITSM Implementation Plan**

4.1 Overview

4.2 Scenario

4.3 Solution Development

4.4 Presentations

4.5 Grading Rubric

4.6 Scenario Brief

**Unit 5: Business Case**

5.1 Overview

5.2 Scenario

5.3 Solution Development

5.4 Presentations

5.5 Grading Rubric

5.6 Scenario Brief

**Unit 6: Managing Strategic Change**

6.1 Overview

6.2 Scenario

6.3 Solution Development

6.4 Presentations

6.5 Grading Rubric

6.6 Scenario Brief

**Unit 7 : Exam Preparation Guide**

Mock Exam 1

Mock Exam 2

**Training Material Accreditation Status**



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