

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.

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 AXELOS MALC examination, including mock examination opportunity

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.

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) = 35 for the 5-day Classroom program