



ITIL® Managing Across the Lifecycle

Course Overview

The Managing Across the Lifecycle (MALC) is an essential step for attaining the ITIL Experts certification. The MALC course enables the participants to bridge the lifecycle stages of ITIL and help an organization integrate processes, responsibilities, and other subjects into a cohesive service management approach. To succeed, participants 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 includes a realistic case study and 5 strategic assignments that participants have to manage individually 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.

The ITpreneurs course is available as a 5-day Classroom training program as well as a 2-day Blended training course. The participants will attain 40 Professional Development Units (PDUs) recognized by the Project Management for attending the 5-day Classroom program. For the blended program, 30 PDUs are applicable

Course Duration	CPE	Delivery Format
5 days	40	Virtual Classroom Group Training

What You'll Learn

At the end of this course, you will gain competence in 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 the MALC examination

Who Needs To Attend

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.