



To thoroughly learn the interrelations of the stages in the ITIL® Lifecycle from a management perspective



## Course Description

The ITIL® intermediate level course, Managing Across the Lifecycle (MALC), is the highest-hierarchy course in the ITIL® qualification scheme. Passing the certification exam of this level certifies the candidate as ITIL® Expert.

This course presents the service lifecycle in a comprehensive way and from a managerial point of view. The candidate who takes this course will develop a vision of IT with a focus on service and business value creation through outcome delivery, which is possible through service management throughout the service lifecycle.



## Objectives

To provide the participants the skills to support an organization's service delivery covering the lifecycle stages. The certification shows that the participants have learned the value of a combined service management practice.

Upon successful completion of the certification exam, the candidate will be awarded the ITIL® Expert title.



## Audience

This training course is aimed to:

- Chief information officers.
- Senior IT managers.
- IT managers.
- Supervisors.
- IT professionals.
- IT operations practitioners.
- IT development practitioners.



## Prerequisites

The participant who takes this training course and the certification exam must fulfil the following prerequisites:

- Having the ITIL® Foundation Certificate (2 credits).
- Having 15 additional credits (17 credits total) as a minimum, obtained from a balanced selection of the certifications included in the Intermediate ITIL® Lifecycle or Capability streams.

The relevant certificates must be presented as evidence for exam registration.



### Course characteristics

#### The course has the following characteristics:

- It is based on AXELOS' syllabus for the ITIL® Intermediate Managing Across the Lifecycle Certificate.
- It is structured in thematic units, with a balance between theory and practice.
- Includes a sample exam, prior to the certification exam.
- Includes an official certification exam issued by AXELOS.
- A certificate of course completion is delivered.
- The length is 5 days.
- 10 additional hours of personal study during the course are recommended.
- Has a minimum requirement of 6 and a maximum of 25 participants.



### Certification exam characteristics

#### The certification exam has the following characteristics:

- Includes 10 scenario-based questions.
- Each question has 4 possible answers with values allocated as follows: the best option is worth 5 points, the second best is worth 3, the third best is worth 1, and the last option is a distractor with 0 value.
- The length 120 minutes.
- A minimum of 35 out of 50 questions or 70% is required to pass.
- It can be paper-based or web-based. When it is paper-based, the results will be notified to the participant afterwards through email. When it is web-based, the participant will get the results immediately after finishing the exam.
- It is a closed-book exam.
- The participants who do not pass the exam can take it again any times with an extra cost.



### Topics

#### The list of topics is the following:

- |  |   |
|--|---|
| 1. Key Concepts of the Service Lifecycle                         | 6. Measurement  |
| 2. Communication and Stakeholder Management                      | 7. Implementing and Improving Service Management Capability |
| 3. Integrating Service Management Processes across the Lifecycle | 8. ITIL Qualification Scheme                                |
| 4. Managing Services across the Lifecycle                        | 9. Exam Description   |
| 5. Governance, Roles, People, Competence and the Organization    | 10. Review, Evaluation and Examination                      |

Our instructors are certified in different ITSM disciplines and have extensive experience in:

- The design and implementation of IT service management processes based on industry best practices in public and/or private organizations.
- The selection, implementation and configuration of tools which support the IT processes.
- Teaching various ITSM courses in the academic and professional fields.
- Audits of IT service management systems.

Advantages offered by



The participant receives a high quality student handout.

### More Information

For more information about this training course (dates, schedules, locations, costs, etc.) or any of the other ITSM training courses we offer, please contact us. We will be glad to assist you.

5000 Arlington Centre Blvd  
Building 2, Suite 2224  
Columbus, OH 43220

contact@globallynx.com  
www.globallynx.com