



ITIL® Managing Across the Lifecycle (MALC) Certification Training - Brochure



Integrate ITIL Content and Application Knowledge with an ITIL MALC Certification

The Need to be ITIL MALC Certified

The ITIL® Managing Across the Lifecycle (MALC) certification is a qualification needed for those who want to strengthen their ITIL capability before achieving the final ITIL Expert Level Certification. Through the MALC certification, professionals will gain the skills required to maintain and improve the service delivery of an organisation by linking various ITIL Service Lifecycle stages.

Importance of ITIL MALC Credential

The topics discussed in ITIL MALC go in-depth into the ITIL concepts learnt by an individual at the earlier ITIL Foundation and ITIL Intermediate levels. This MALC module helps professionals to integrate ITIL content knowledge and ITIL application knowledge and sharpen their skills in a work environment.

The ITIL MALC qualification focuses on strategising, planning, using and measuring ITIL practices in an integrated functioning model. The model is based on:

- How the Service Lifecycle stages form an integrated whole
- Process integration and interfaces
- Shared data / information / knowledge

ITIL MALC Learning Objectives

After getting ITIL MALC certified, professionals gain proficiency 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 organisation
- Measurement
- Implementing and improving service management capability

Who Can Apply?

Professionals who want to cement their job roles in service management and improve their implementation of service management practices can take up this certification. The job roles which will be benefitted by this certification include:

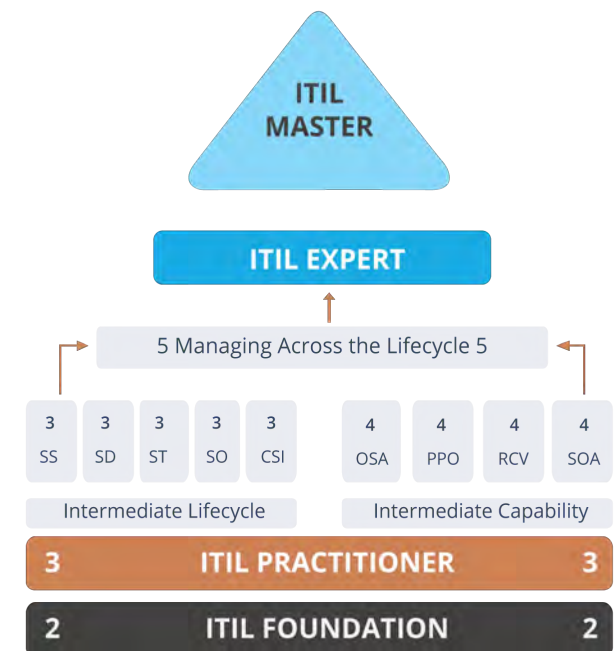
- Chief information officers
- Senior IT managers
- IT managers
- Supervisors
- IT professionals
- IT operations practitioners
- IT development practitioners

- 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 organisation
- 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

ITIL MALC Eligibility Criteria

The eligibility criteria for the MALC certification exam format are:

- 17 credits from balanced study of ITIL - 2 credits from ITIL Foundation certificate plus a minimum of 15 credits from Intermediate certificates (or other appropriate ITIL qualification)
- Completion of an accredited course from an ITIL Accredited Training Organisation (ATO)



ITIL MALC Examination Format

Type	Ten (10) multiple choice, gradient-scored questions based upon a single case study, issued in advance, with additional short scenarios to provide additional context for each question. Each question will have four possible answer options, one of which is worth five marks, one which is worth three marks, one which is worth one mark, and one which is a distracter and achieves zero marks.
Duration	Maximum 120 minutes for all candidates in their respective language.
Provisions for additional time relating to language	Candidates completing an exam in a language that is not their mother tongue have a maximum of 150 minutes to complete the exam and are allowed the use of a dictionary.
Prerequisite	<ul style="list-style-type: none">• Two (2) credits from ITIL Foundation certificate plus a minimum of 15 credits from Intermediate certificates (or other appropriate ITIL qualification)• Completion of an accredited course from an ITIL Accredited Training Organisation (ATO)
Supervised	Yes
Open Book	No
Pass Score	35 / 50 or 70%

About Invensis Learning

Invensis Learning is a pioneer in providing globally-recognised certification training courses for individuals and enterprises worldwide. Our training methodology coupled with high quality courseware have enabled organisations to achieve high-impact learning with increased knowledge, competence, and performance.

We offer courses in various categories such as Project Management, IT Service Management, IT Security and Governance, Quality Management, Agile Project Management, DevOps, and Cloud Courses. We have trained 10000+ professionals worldwide and are a trusted partner for Fortune 500 companies, small and medium businesses, and government organisations to deliver globally-recognised training and certification programs. Invensis Learning certification training programs are adhered to global standards such as PMI, TUV SUD, AXELOS, ISACA, DevOps Institute, and PEOPLECERT.

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- AXELOS Certified Partner
- Expert trainers with international training and consulting experience
- Exam fees included in the training
- Full-length practice tests with answers and explanations for each question
- Interactive and engaging learning sessions that maximise your learning outcomes
- Instructor-led classroom trainings that are always on schedule
- 30 Contact Hours / PDUs certificate provided
- Get ITIL MALC certified in only 4 days
- Classes across 108+ locations worldwide
- In-house training programs available for enterprises
- Customised ITIL MALC training workshops for individuals
- Attractive discounts for group of 4 or more participants

ITIL MALC Course Overview

Key Concepts of the Service Lifecycle

- Managing services and service management
- The Service Lifecycle
- Service value across the different stages of the Service Lifecycle
- Other key concepts

Communication and Stakeholder Management

- Co-ordination of business relationship management across the Service Lifecycle, and the role of business relationship management in communication
- Stakeholder management and communication
- The value of good communication and ensuring its flow across the Service Lifecycle

Integrating Service Management Processes Across the Service Lifecycle

- The integration of service management processes through the Service Lifecycle
- The impact of service strategy on other Service Lifecycle stages
- The value of a Service Lifecycle perspective when designing service solutions
- The inputs and outputs of processes and stages in the Service Lifecycle
- The value to business and the interfaces of all processes in the ITIL Service Lifecycle

Managing Services Across the Service Lifecycle

- Identification and assessment of customer and stakeholder needs and requirements across all Service Lifecycle stages, and ensuring appropriate priority is given to them
- How the service design package provides a link between service design, service transition and service operation

- Managing cross-lifecycle processes to ensure appropriate impact and involvement at all required Service Lifecycle stages
- Implementing and improving services, using key sources of information for identifying the need for improvement
- The challenges, critical success factors and risks of the Service Lifecycle stages, and potential conflicts and competing issues across the Service Lifecycle

Governance and Organisation

- Governance
- Organisational structure, skills and competence
- Service provider types and service strategies

Measurement

- Measuring and demonstrating business value
- Determining and using metrics
- Design and development of measurement frameworks and methods
- Monitoring and control systems
- Use of event management tools to increase visibility of the infrastructure and IT service delivery

Implementing and Improving Service Management Capability


- Implementing service management
- Assessing service management
- Improving service management
- Key considerations for the implementation and improvement of both the service management practice and the services themselves
- Key considerations when planning and implementing service management technologies





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