EBITA Consultancy Services
Align Business-IT. Realize synergies!

ITIL® Managing Across the Lifecycle

Course Title: ITIL® Managing Across the Lifecycle

Delivery Mode: Classroom

Duration: 5 days

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. This course is available as a 5-day Classroom training program, as well as a 2-day Blended training course .

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 a "Case study". This case study is also featured in all other ITIL courses. However, in the new course, the case study subject has expanded their business to other countries around the globe. The scenarios build upon each other, which mean 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.

Ebita 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.

www.ebita.co.in
Channel Partner to IT Preneurs Ltd.,
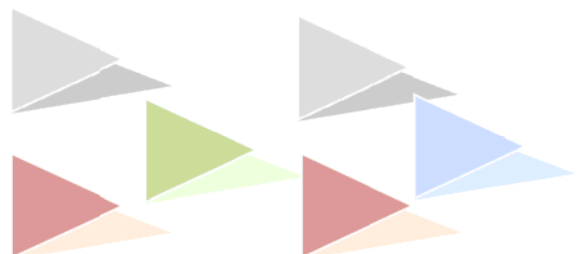
EBITA Consultancy Services
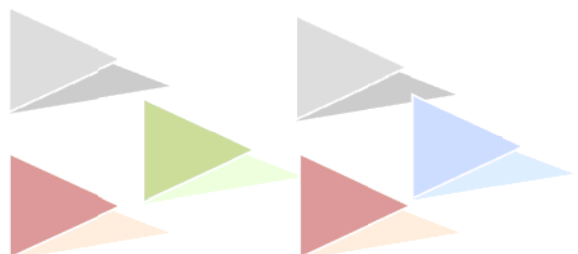
Align Business-IT. Realize synergies!

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.

EBITA Consultancy Services
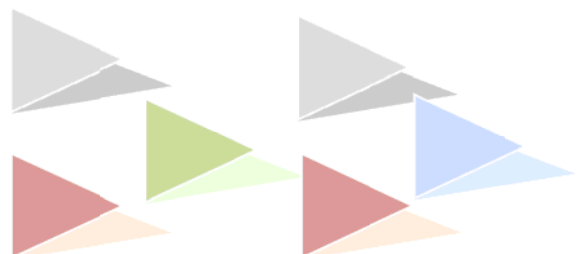*Align Business-IT. Realize synergies!*

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
- Understanding organizational challenges
- Governance and organization
- Measurement
- Implementing and improving service management capability
- Preparing for APMG MALC examination, including mock examination opportunity
  the end of this course, participants will be able to:

- Understand the common terms and definitions of cloud computing.

- Understand the business benefits and business considerations of cloud computing.

- Understand cloud computing from a technical perspective and recognize the various techniques, methods, challenges, and types of clouds.

- Understand the impact and changes of cloud computing on IT service management.

- Explain typical steps that lead to the successful adoption of cloud computing and understand the implications for organizations.

- Recognize the compliance, risk, and regulatory consequences of cloud computing and its financial and strategic impact on an organization.

EBITA Consultancy Services
Align Business-IT. Realize synergies!

Why Training from EBITA?

Case Study & Group discussions Based learning

- We believe in **'experiential learning'** and we enable this through a **case-study approach.** All the concepts of ITIL Foundation will be through a case-study which will depict a **near-real time scenario.**

- Participants will be encouraged to take active part through **group-discussions** - the classroom will be split into groups and each group will have to address a part of case study.

- Participants will be able to **relate concepts** to their working world, also help them to go back and attempt **application of concepts**

Course Material

It's been our endeavour to bring **the best-of-the-class** training programs of which **course material** is critical component. Considering the importance of the course material and its quality, we source the content from one of the reputed course content providers in the world. The course material has been developed by **one of world's leading learning solutions provider – Accredited Content Provider**. The course material is result of **in-depth, innovative and tested design philosophy.**

Our Team of Mentors

- Has more than **2 decades of experience** in IT and Is **Certified** in **ITIL V3 Foundation, Intermediate & Expert, CLOUD** and **Accredited as Trainers**

- Has successfully **trained Corporate and Individuals on ITSM (ITIL)**

- Has helped Organizations implement ITIL processes and achieve **operation efficiencies, improved quality of services**

- Has **advised and worked** with **ITSM Product** Company **align product to ITIL**

- Has helped organizations towards **successful assessments** of **Information Security Mgmt Systems (ISO 27001)**

www.ebita.co.in
Channel Partner to IT Preneurs Ltd.,
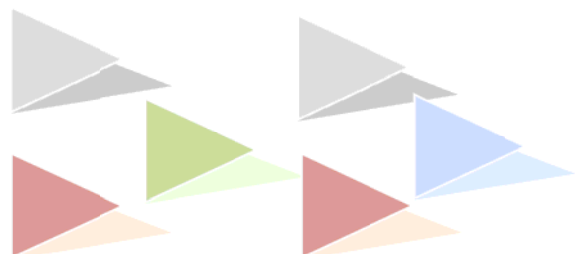
EBITA Consultancy Services
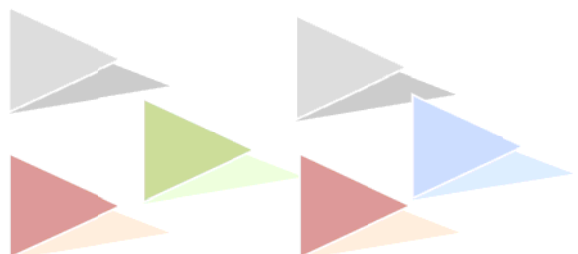
Align Business-IT. Realize synergies!

About the 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.itilofficialsite. 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, has 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.

EBITA Consultancy Services

Align Business-IT. Realize synergies!

Agenda:

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

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.

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.

www.ebita.co.in
Channel Partner to IT Preneurs Ltd.,

EBITA Consultancy Services

Align Business-IT. Realize synergies!

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.