

Managing Across The Lifecycle

The Managing Across the Lifecycle (MALC) certification course provides essential knowledge required by IT service management professionals to plan, implement and optimize an effective IT service management program. This five day training course is based on all of the ITIL disciplines. It concentrates on the management aspects of ITIL v3.0 and is designed to address the interfaces and interactions between the ITIL disciplines to provide a seamless view of IT service management.

Attendees will learn how to manage strategic change, manage risk, evaluate their current IT Service Management program, and handle organizational challenges. The training is delivered in a hands-on learning environment and a case study-based approach is used to train and prepare participants for the certification exam at the end of the session. Successfully passing the 90 minute exam consisting of eight (8) multi-parts, and multiple choice scenario-based gradient scored questions leads to the ITIL Expert™ certification.

7ci fgY`7i ff]W`i a

- Introduction to IT Service Management Business and Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Understanding Organizational Challenges
- Service Assessment
- Understanding Complementary Industry Guidance

Attendee Profile

CIOs, senior IT managers, IT managers and supervisors, IT professionals, IT operation practitioners and individuals responsible for management and implementation of ITIL processes. Professionals seeking the ITIL Expert certification in IT Service Management.

Attendee Prerequisites

- The ITIL v3 Foundation Certification in IT Service Management - obtained through ITIL v3 Foundation course or Foundation Bridge Course.
- Documentary evidence a minimum of 15 credits through formal Service Lifecycle or Service Capability Stream qualifications.

Instructors

Our instructors are experienced IT professionals and hold the ITIL Expert™ qualification.

Certification

Successfully passing the 90 minute exam consisting of eight (8) multi-part, multiple choice scenario-based gradient scored questions leads to the ITIL Expert™ certification.

Course Includes:

- 5 days of instructor led training and exercises
- Course manual
- Exam preparation
- Certification exam



Ci h]bY

1. Introduction to IT Service Management

Business and Managerial Issues

- Lifecycle positioning and transition
 - The difference between open-loop and closed-loop systems
 - Complex Monitor Control loops
 - ITSM Monitor Control loops
- Relationship between Business and IT
 - How to achieve business value with people, process and function
 - How to achieve business value with supplier relationship and technology alignment

2. Managing the Planning and Implementation of IT Service Management

- Activities during Plan, Do, Check, Act- including Aspects of Strategy and the 4P's of Strategy
- Policy considerations
 - Strategy considerations
 - Design considerations
 - Transition considerations
- Directing
 - Value of achieving business goals by guiding, leading and monitoring
- Controlling and Evaluating
 - Value of verifying and using feedback to control lifecycle
- Organizational Form and Design
- Communication, Coordination and Control

3. Management of Strategic Change

- Value creation challenge
- Critical success components to managing lifecycle risk
- Business benefits
 - Determining Benefit Realization
 - Determining Value to Business
 - Determining Variable Cost Dynamics
 - Alignment of business policy, future direction and Demand Management
 - Alignment to service portfolio and service catalogue management
- Planning and Defining scope
- Resource and Capability planning
 - Awareness of design and delivery model choices
 - Budgeting, costing, service assets
- Controlling Quality
 - Quality opportunities
 - Intangible and Measuring benefits
 - Assets- Service and Strategic
- Strategic Influencing
 - Defining awareness communication activities
 - People Education and knowledge transfer management

- Customer liaison
 - Business Relationship Management
 - Service Structure and Value nets and value chains

4. Risk Management

- The challenges, critical success factors and risks to service management
- Identification of Risk
- Evaluation of Risk - CFIA, FTA, BIA, SFA, Risk Analysis and Management
- Corrective Actions
- Controlling Risk
- Transfer of risks
- Service Provider risks
- Contract risks
- Design risks
- Operational risks
- Market risks

5. Understanding Organizational Challenges

- Organizational maturity
- Organizational structure
- Knowledge management and security of information
- Organizational transition
- Governance
- Balance in Service Operations

6. Service Assessment

- Value of Measuring
 - Why Measure
 - What to Measure
- Value of Monitoring
 - What to Monitor
- Reporting
- Value of benchmarking
- Service Portfolio assessment across the lifecycle
 - Assessment of achievements
 - Corrective action
- Business Perspective and Improvements

7. Understanding Complementary Industry Guidance

- COBIT
- ISO/IEC 20000
- CMMI
- Balanced Scorecard
- Service Management maturity framework
- Six Sigma
- Project Management