

# ITIL® Managing Across the Lifecycle

## Quick Facts:

**Certificate:** ITIL Managing Across the Lifecycle

**Duration:** 30 Hours

**Course Delivery:** eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam

**Language:** English

**Credits:** 5 Credits (Towards ITIL Expert)

**PMI® PDUs:** 30

**Accredited By:** CSME and Loyalist Certification Services

**Prerequisites:** A minimum of 17 Credits with documentary evidence of all credits

## About This Course:

This online learning course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Managing Across the Lifecycle. The main focus of this course is on the MALC process activities and supporting methods and approaches to executing these processes in a practical, hands-on eLearning environment.

This training is intended to enable the student to apply the practices in Managing Across the Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the AXELOS® Managing Across the Lifecycle Certificate.

## You Will Learn How To:

- Prepare for and take the ITIL MALC Qualification: Managing Across the Lifecycle Certification Exam
- Identify key business and management issues in IT Service Management
- Manage the planning and implementation of IT Service Management
- Implement Strategic Change Management and Risk Management
- Handle organizational challenges and assess services

## Learning Objectives:

At the end of this course, the learner will gain competencies in:

- 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.