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ITIL®

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

This accredited program is for individuals searching to take the final class to ITIL Expert.

Due to Covid-19 safety restrictions PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

Course Overview

Our 5-day, instructor-led ITIL® Capstone - Managing Across the Lifecycle (MALC) training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is targeted toward IT professionals in the Service Management field, and it is the last step before reaching the ITIL® Expert Level. It covers:

- Service Lifecycle key concepts
- Managerial function
- Risk management
- Lifecycle Project Assessment
- Understanding organizational challenges
- How to manage the planning & implementation of IT Service Management

This course will prepare you for the ITIL® MALC Qualification exam.

Before taking this course, you must have the [ITIL® Foundation](#) Qualification and at least 15 credits from [ITIL® Intermediate](#) qualifications.



Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 240-667-7757.

Course Outline

Key Concepts of the Service Lifecycle

- The five stages of the service lifecycle and how they interact with each other
- Service value across the different stages of the service lifecycle
- Other key concepts such as:
 - Core, enabling & enhancing services
 - Organizing for service management
 - Use of the RACI model to define & clarify roles & responsibilities, particularly in interfaces between processes & between service lifecycle stages
 - Risk assessment & risk management
 - Assessing & managing risk in service operation
 - Sharing knowledge across the service lifecycle, & the use of knowledge management

Communication and Stakeholder Management

- Co-ordination of business relationship management across the service lifecycle, & 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 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 & outputs of processes & stages in the service lifecycle
- The value to business & the interfaces of all processes in ITIL service lifecycle



Managing Services Across the Service Lifecycle

- Identification & assessment of customer/stakeholder requirements across lifecycle
- How SDP provides a link between service design, service transition & service operation
- Managing cross-lifecycle processes to ensure appropriate impact & involvement at all required service lifecycle stages
- Implementing & improving services, using key sources of information for identifying need for improvement
- The challenges, CSFs & risks of the service lifecycle stages

Governance and Organization

- Governance of Service Management
- Organizational 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 & IT service delivery

Implementing and Improving Service Management Capability

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

Exam Information

ITIL® Managing Across The Lifecycle Exam Details:

This exam can be taken online using a webcam proctor, at a testing center, or onsite with an accredited



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proctor.

- Number of Questions: 8
- Passing Score: 70%
- Duration: 90 minutes
- Format: multiple choice, scenario-based and gradient scored
- Students must present an ITIL Foundation V2 or V3 certificate plus Bridge Certificate before taking the exam.

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Starting at **\$2,750**

ATTENTION

For GSA pricing or Contractor quotes call
[240.667.7757](tel:240.667.7757)

GSA





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Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

This **ITIL Capstone MALC Certification Training** course includes:

- 5 days instructor-led training
- ITIL Capstone MALC Certification Training book
- (1) one ITIL Capability - Managing Across the Lifecycle exam voucher
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*

**denotes this benefit is only available at participating locations.*