Cel szkolenia:

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The intent of the Managing across the Lifecycle (MALC) qualification is to give candidates the
skills to support an organization's service delivery by bridging the service lifecycle stages. The qualification demonstrates that candidates have learned the value of one combined service management practice as opposed to separate subject areas. ITIL® processes and practices, as learnt from the Lifecycle and Capability streams of the intermediate certificates, are put into a context of delivering this value.

The learning outcomes are intended to bring a candidate from ITIL® content knowledge to ITIL® content application and integration knowledge, and provide skills that can be used in the workplace in a tangible way. Testing and validation of knowledge take place at Bloom's taxonomy level 4 (analyzing) and level 5 (evaluating), reflecting the focus on integration when compared with the ITIL® intermediate qualifications.

While MALC encompasses the broadest perspectives of Service Management skills, for example those related to project management and application design, it is not intended to teach these practices, rather to refer to them as contexts for ITIL® application. A high-level understanding of these is still expected. This qualification focuses on strategizing, planning, using and measuring ITIL® practices in an integrated functioning model:

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

Candidates Upon successful completion 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
- Governance and organization
- Measurement
- Implementing and improving Service Management capability.

In addition, the training for this qualification should include examination preparation, and a mock examination opportunity.

This Intermediate Capability training stage focuses on organizing Service Management as a strategic asset. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Managing across the Lifecycle (MALC) certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Plan szkolenia:

- RECAP
Welcome, course introduction
4 P's of Service management
Service management Concept
Service Concept
More on Services
Service Lifecycle
Best Practices in the Public Domain
Utility, Warranty and Outcome
Stakeholders
Elements of Service Value
Service Classifications
Organizing Service Management
Culture and behavior
RACI
Risk Assessment and Management

COMMUNICATION AND STAKEHOLDER MANAGEMENT
Coordination with BRM
Stakeholder Management and Communication
Communication flow across the Life

INTEGRATING SERVICE MANAGEMENT PROCESSES
The integrated SM Lifecycle
Impact of service Strategy
Lifecycle Value in designing solutions
Service Strategy - inputs and outputs
Service Design- inputs and outputs
Service Transition - inputs and outputs
Service Operation - inputs and outputs
CSI- inputs and outputs
Service Strategy Business value and Interfaces
Service Design Business value and Interfaces
Service Transition value and Interfaces
Service Operation Business value and Interfaces
CSI Business value and Interfaces

MANAGING SERVICES ACROSS THE LIFECYCLE
Balanced Design
Stakeholder assessment
The Service design package  
Managing across Lifecycle Processes  
Implementing and improving services  
Lifecycle challenges, CSF’s and risks

GOVERNANCE, ROLES, PEOPLE, COMPETENCES

Governance  
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 tool

IMPLEMENTING AND IMPROVING THE SERVICE MANAGEMENT CAPABILITY

Implementing Service Management  
Assessing (benchmarking) Service Management  
Improving Service Management  
Key considerations

APPENDICES

Case study  
Exercises  
Sample Exams  
Glossary  
Forms

Wymagania:

An ITIL® Foundation certificate and a minimum of 15 credits earned through the formal Service Lifecycle stream or Service Capability stream qualifications.

Poziom trudności

Certyfikaty:

About ITIL® Managing Across the Lifecycle (MALC) exam: Multiple choice, scenario-based,

Prowadzący:

Authorized PEOPLECERT Trainer.

Informacje dodatkowe:

**ITIL® jest zarejestrowanym znakiem handlowym należącym do firmy AXELOS Limited i używanym za jej zgodą. Wszelkie prawa zastrzeżone.**

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