Szkolenie: ITIL®
ITIL® Managing Across the Lifecycle (MALC)

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<th>MATERIAŁY SZKOLENIOWE</th>
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* (+VAT zgodnie z obowiązującą stawką w dniu wystawienia faktury)

LOKALIZACJE

Kraków - ul. Tatarska 5, II piętro, godz. 9:00 - 16:00
Warszawa - ul. Bielska 17, godz. 9:00 - 16:00

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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