ITIL® INTERMEDIATE CAPSTONE:
MANAGING ACROSS THE LIFE-CYCLE

4P Advisory Services

The New 5 Day ITIL® MALC certification, encompasses the broadest perspectives of service management skills, related to project management and application design, refer to them as contexts for the ITIL application.
MALC focuses on strategizing, planning, using and measuring ITIL practices in an integrated functioning model, leading to the Expert certification.

Who is MALC (Managing Across the Life-cycle for?

The course & certification are suitable for any IT professional who would want to become an ITIL Expert or obtain the capability to manage IT services across the life-cycle. This includes (but not restricted to) CIOs, ITIL Consultants, Tool configurators, Seniors or Heads managing teams supporting various technologies such as Database, Storage, Servers, OS, Cloud, Networks etc.

Benefits

Improved management performance in an ITIL® framework by understanding the service lifecycle stages from an integrated point of view
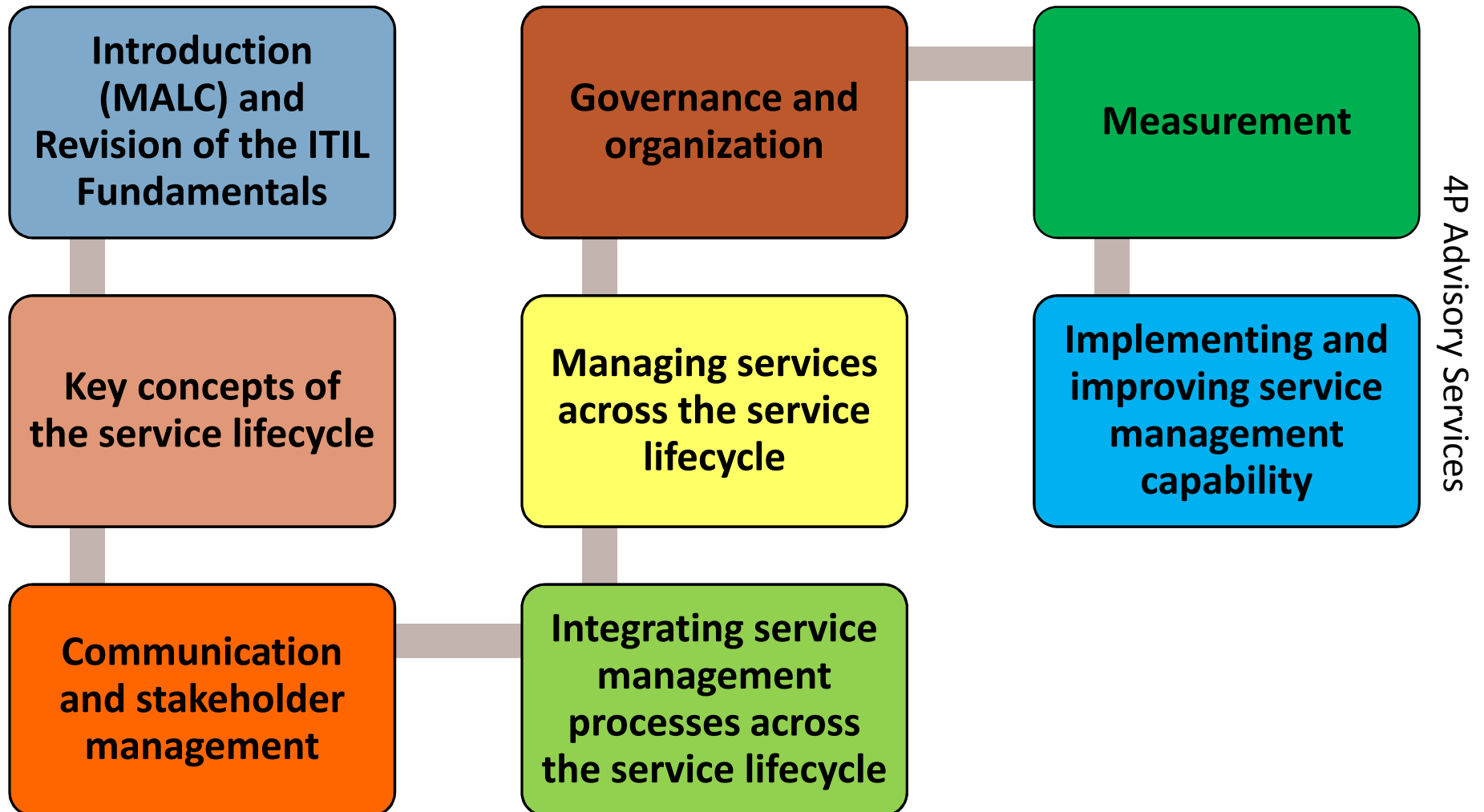
A full understanding of managing both the individual ITIL® framework components and the IT service as a whole.

Ability to achieve a better Process integration and interfaces with a better decision making capabilities through shared data / information / knowledge.

Ability to integrate the service management processes across the service lifecycle

Internal and External career prospects by attaining the ITIL® Expert Certification

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Course Outline

Introduction (MALC) and Revision of the ITIL Fundamentals

Governance and organization

Measurement

Key concepts of the service lifecycle

Managing services across the service lifecycle

Implementing and improving service management capability

Communication and stakeholder management

Integrating service management processes across the service lifecycle

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Prerequisites for the EXAM

- 2 credits from the ITIL Foundation certificate
- Further 15 credits to a total of at least **17 credits** with 15 credits obtained from ITIL Intermediate qualifications
- Completion of an Accredited course from an ITIL Accredited Training Provider

Final 5 Credit Points towards the ITIL Expert qualification

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Exam Details

- Ten (10) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks
- Closed Book
- Pass Mark : 70% (35 out of 50)
- Exam duration : 90 minutes

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WHY 4P?

- A Leading Training & Consulting Organization
- Accredited by various principals
- World-wide presence and delivery models
- Unique, but proven, knowledge transfer and validation techniques
- Result oriented approach for individuals and corporates

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Join NOW!

>>Contact: info@4pa.in

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