

ITIL® Intermediate Training - Managing Across the Lifecycle (MALC)

The ITIL® Intermediate Managing Across the Life Cycle (MALC) training course is the final 'capstone' qualification in the ITIL Intermediate scheme. The Managing Across the Life Cycle course completes the Intermediate stream, concentrating on the ancillary knowledge needed to implement and manage the required skills associated with use of the Life Cycle practices.

It is the final module you need to take if you wish to achieve the ITIL Expert qualification.

Objective

Upon completion of this ITIL® Intermediate Managing Across the Life Cycle (MALC) course you will have gained knowledge of:

- Introduction to IT Service Management Business and Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Understanding Organisational Challenges
- Service Assessment
- Understanding Complementary Industry Guidance

Details

Duration: 5 Days

Course PreRequisites

Before attending this course you must hold a valid [ITIL Foundation Certificate](#).

Course Content

Modules:

- Introduction to IT Service Management Business and Managerial Issues
- Management of Strategic Change
- Risk Management
- Managing the Planning and Implementation of IT Service Management
- Understanding Organizational Challenges
- Service Assessment
- Understanding Complementary Industry Guidance and Tool Strategies

