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What is 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.

ITIL® Intermediate Course Managing Across the Life Cycle (MALC) Exam

The Managing Across the Life Cycle exam is a 90 minute closed book exam consisting of eight multiple choice, scenario based questions. Each question will have 4 possible answer options, one of 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.

Who is ITIL® Intermediate Training - Managing Across the Lifecycle (MALC) intended for?

Before attending this course you must hold a valid ITIL Foundation Certificate.

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Course Objectives

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

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- Understanding Organisational Challenges
- Service Assessment
- Understanding Complementary Industry Guidance

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

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