

## ITIL® Managing Across the Lifecycle Qualification - 5 Days

### *Course 983 Overview*

- You Will Learn How To**
- Prepare for and take the ITIL Managing Across the Lifecycle (MALC) Certification Exam
  - Implement effective communication and stakeholder management
  - Integrate service management processes and manage services across the service lifecycle
  - Apply effective governance and organizational structure to the management and delivery of IT services
  - Measure, implement and improve the service management capability
- Course Benefits** The ITIL Managing Across the Lifecycle qualification contextualizes ITIL processes and practices for delivering value. It builds on knowledge gained from the ITIL Intermediate qualifications and moves toward the application and integration of ITIL processes, providing skills that can be applied tangibly in the workplace. This course is the final module of the service lifecycle and/or service capability modules and leads to the ITIL Expert Qualification in IT Service Management.
- Who Should Attend** This course is valuable for those who want to achieve the ITIL Managing Across the Lifecycle Certificate and the ITIL Expert Qualification. Seventeen credits from the ITIL Foundation and ITIL Intermediate qualifications are needed to attend this course and take the Managing Across the Lifecycle Certification Exam on the final day.
- Workshop Course** Through extensive activities, you gain knowledge of the overall ITIL lifecycle. Workshops include:
- Implementing, improving and measuring service management capabilities
  - Establishing appropriate governance and organizational structures
  - Employing integrated service management processes to manage services across the lifecycle
  - Leveraging communication and stakeholder management

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## Course 983 Outline

### Key Concepts of the Service Lifecycle

#### Reviewing the strategic and managerial aspects of the service lifecycle

- Designing, deploying and operating services end-to-end
- Sharing knowledge across the lifecycle
- Risk assessment and risk management

#### Service value across the lifecycle stages

- Realizing business value in service operation
- Supporting the service lifecycle with service measurements

### Communication and Stakeholder Management

#### Coordinating with the business and suppliers

- Business relationship management
- Stakeholder management

#### Ensuring effective communication

- Service models for value creation
- Communicating during the stages of the service lifecycle

### Integrating Service Management Processes Across the Lifecycle

#### The impact of service strategy on the lifecycle stages

- Strategy management for IT services
- Business relationship management

#### Analyzing service design

- Coordinating design
- Service catalog management
- Availability management
- Capacity management

#### Organizing for service transition

- Transition planning and support
- Change management and evaluation

#### Planning service operation

- Event and incident management
- Request fulfillment

### Implementing continual service improvement

- Designing service solutions
- The seven-step improvement process

### Managing Services Across the Service Lifecycle

#### Capturing customer and stakeholder needs

- Identifying needs and requirements
- Ensuring appropriate priority

#### Managing cross-lifecycle processes

- Measuring service value
- Connecting service design, transition and operation with the service design package (SDP)
- Involving service transition in the early stages
- Business users and stakeholders in service rehearsals

#### Balancing potential conflicts and competing issues

- Implementing and improving services
- Service level management (SLM)
- Customer satisfaction surveys
- Reviewing business trends and changed priorities
- Challenges, critical success factors and risks

### Governance for Successful Management and Delivery of Services

#### Impacting service management with governance

- The role of IT strategy in setting direction and policy
- Ensuring appropriate governance

#### Organizational structure, skills and competence

- Addressing the challenges of organizational development
- Service provider types and service strategies

### Measuring and Monitoring Service Management Activities

#### Types of measurements

- Determining and using metrics
- Metrics to validate, justify and direct

#### Designing measurement frameworks

- Developing measurement methods and metrics
- Monitoring and control systems

### Implementing and Improving Service Management

#### Service management capability

- Identifying external and internal drivers
- A service lifecycle approach to service strategy

#### Assessing service management

- Performing evaluations for the service provision
- Benchmarking to identify improvements

#### Enabling effective improvement

- Applying improvement initiatives and the Deming Cycle
- Key considerations for improvement