

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 organisational 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 contextualises 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 organisational 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

- Realising 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

Analysing service design

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

Organising 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

Organisational structure, skills and competence

- Addressing the challenges of organisational 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