

Curso ITILMALC - ITIL Managing Across The Lifecycle (MALC)

30,00 Horas

Introdução

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The ITIL® MALC (Managing Across the Lifecycle) course offers candidates the ability to achieve the ITIL Expert certification upon passing the ITIL® Managing Across the Lifecycle exam. The course prepares candidates to take the ITIL® Managing Across the Lifecycle Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace. This certification completes the ITIL® Intermediate Lifecycle and Capability streams by focusing on the knowledge required to implement and manage the necessary skills associated with the use of the Service Lifecycle

Público-alvo

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who and others who require a deeper knowledge of, or who are involved in managing Services across the different lifecycle phases.

Quando completar o curso

Upon successfully achieving the ITIL® Managing Across the Lifecycle certificate, students earn 5 credits in the ITIL® qualification scheme. Project Management Institute –Professional Development Units (PDUs) = 28

Pré-requisitos

An ITIL® Foundation certificate and a minimum of 15 credits earned through the formal Service Lifecycle stream or Service Capability stream qualifications.

Exames

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 10

Pass Score: 35/50 or 70%

Exam Duration: 120 minutes

Conteúdo em detalhe

At the end of this course, you will learn:

Managing the planning and Implementation of IT Service Management

Lifecycle positioning and transition

How to achieve business value with people, process and function

Challenges, Critical Success Factors and risks to service management

Risk Management

Lifecycle project assessment

Management of strategic change

Understanding complementary industry guidance