ITIL3-MALC - ITIL® Expert Managing Across the Lyfe Cicle

ITIL® - - Project Management e Best Practice

Durata:	Lingue:	Certificazione:
5 Giorni	**Italiano**	**-**

Descrizione del corso

The intent of the Managing across the Lifecycle (MALC) qualification is to give candidates the skills to support an organization's service delivery by bridging the service lifecycle stages. The qualification demonstrates that candidates have learned the value of one combined service management practice as opposed to separate subject areas. ITIL® processes and practices, as learnt from the Lifecycle and Capability streams of the intermediate certificates, are put into a context of delivering this value. The learning outcomes are intended to bring a candidate from ITIL® content knowledge to ITIL® content application and integration knowledge, and provide skills that can be used in the workplace in a tangible way. Testing and validation of knowledge take place at Bloom's taxonomy level 4 (analyzing) and level 5 (evaluating), reflecting the focus on integration when compared with the ITIL® 2011 intermediate qualifications. While MALC encompasses the broadest perspectives of Service Management skills, for example those related to project management and application design, it is not intended to teach these practices, rather to refer to them as contexts for ITIL® application. A high-level understanding of these is still expected. This qualification focuses on strategizing, planning, using and measuring ITIL® practices in an integrated functioning model: - How the Service Lifecycle Stages form an integrated whole - Process integration and interfaces - Shared data / information / knowledge To be able to take part to the ITIL Managing Across the Lifecycle course, the student must have 15 credits from the Service Lifecycle or Service Capability training pathway exams. The certification exam will be taken by the participants at the end of the course. The course includes the official teaching material and the related exam in electronic format. ITCore Group is a Reseller of Accredited ITIL® training courses provided by Green Mill Solutions, accredited ATO by Peoplecert. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. All AXELOS Limited related training courses (ITIL® and PRINCE2®) will only be delivered including certification exams.

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- Key concepts of the Service Lifecycle
- Communication and stakeholder management
- Integrating Service Management processes across the Service Lifecycle
- Managing services across the Service Lifecycle
- Governance and organization
- Measurement
- Implementing and improving Service Management capability.

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