

ITIL® 2011 Edition Courses

ITIL® 2011 Edition Managing Across the Lifecycle (MALC)

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What You'll Learn

- Aligning ITSM with business needs
- Lifecycle concepts & the processes involved
- Value of good communication
- Impact of Strategy
- Value of a Service Lifecycle Perspective
- Governance Structure & Strategies
- Metrics & Measurement
- Implementing, Assessing & Improving Service Management

Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Managing Across the Lifecycle exam.

Audience

Those individuals or groups who need a robust understanding of the holistic Lifecycle; those who consult or train in ITIL® 2011 Edition framework knowledge; Managers or Directors of IT infrastructures that deliver and support IT services

Prerequisite

ITIL® 2011 Edition (V3) Foundation Certification; 15 Credits from Intermediate ITIL® 2011 Edition Courses; Holders of ITIL® Expert Certification in Service Management



Bay-O-Wolf Corporation

Telephone 678-272-7065

E-Mail: ITILTraining@bayowolf.com

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ITIL® 2011 Edition Courses

ITIL® 2011 Edition Managing Across the Lifecycle (MALC)

The Managing Across the Lifecycle (MALC) course provides the concepts, methods and integration of the ITIL® 2011 Edition Framework and the Service Management Lifecycle

ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

Introduction to Managing Across the Lifecycle (MALC)

Refresh of ITIL® 2011 Edition

Key Concepts of the Service Lifecycle

Managing Services & Service Management
Service Lifecycle
Service Value
Other Key Concepts

Communication & Stakeholder Management

Business Relationship Management
Stakeholder Management & Communication
Value of Good Communication

Integrating Service Management

Processes Across the Service Lifecycle

Service Management & the Service Lifecycle
Impact of Strategy
Designing Service Solutions
Inputs/Outputs
Value to Business & Interfaces of:
Service Strategy
Service Design
Service Transition
Service Operation
Continual Service Improvement

Managing Across the Service Lifecycles

Customers & Stakeholders
Service Design Package
Impact & Involvement of Processes
Implementing & Improving Services
Challenges, CSFs & Risks

Governance & Organization

Governance
Organizational Structure
Service Providers

Measurement

Measuring & Business Value
Determining & Using Metrics
Metric Framework Methods
Monitoring & Control Systems

Implementing & Improving Service

Management Capability

Implementing Service Management
Assessing Service Management
Improving Service Management
Key Considerations

Summation & Review