

## ITIL® Managing Across The Lifecycle

**Duration: 5 Days**    **Course Code: MALC**

### Overview:

MALC is the capstone course that builds on the knowledge and experience that learners obtained in the Intermediate courses. Learners are required to apply this knowledge, as well as the experience they have obtained performing service management functions. To succeed, participants must strategize, plan, use, and measure ITIL principles in an integrated approach. This course rationalizes ITIL knowledge, brings additional knowledge, and builds skills that are not covered in the Lifecycle or Capability courses.

### Target Audience:

IT operations, technical, or IT management personnel requiring more information about ITIL best practices Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

### Objectives:

- This course will be your final step in achieving the ITIL® Expert qualification.

### Prerequisites:

- Participants are required to read the Royal Chao Phraya Hotel Chain Case Study and APMG case study before the start of the classroom course.
- It is strongly recommended that delegates should complete at least 28 hours of personal study by reviewing foundation and intermediate level knowledge by reviewing terminology, the syllabus and ITIL core publications in preparation for the examination available in participant handbook.

### Testing and Certification

- Exam type  
Ten (10) multiple choice, gradient-scored questions based upon a single case study, issued in advance, with additional short scenarios to provide additional context for each question.  
Each question will have four possible answer options, one of which is worth five marks, one that is worth three marks, one that is worth one mark, and one that is a distracter and achieves zero marks.
- Duration  
Maximum 120 minutes for all candidates in their respective language, Candidates completing an exam:
  - in a language that is not their mother tongue, and
  - in a country where the language of the exam is not a business language in the country,have a maximum of 150 minutes to complete the exam and are allowed the use of a dictionary
- Prerequisite  
A proof that you have achieved ,Two (2) credits from ITIL Foundation certificate plus a minimum of 15 credits from Intermediate certificates and completion of an accredited course from an ITIL accredited training organization (ATO)
- Passing Score  
35/50 which is 70%
- Notes  
Exam is closed book , supervised

## Content:

This certification completes the Lifecycle and Capability streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices and includes:

- 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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## Further Information:

For More information, or to book your course, please Call/Email us on : - +254 713 027 191  
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