

ITIL V3 Managing Across the Lifecycle (MALC) with Certification Exam (5 days)

The ITIL Intermediate Qualification: Managing Across the Lifecycle Certificate is a free-standing qualification, but is also the final module of the Service Lifecycle and/or Service Capability modules that leads to the ITIL Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge across the contents of the ITIL V3 publications; focusing on business, management and supervisory objectives, purpose, processes, functions and activities, and on the interfaces and interactions between the processes addressed in the five core ITIL V3 publications.

What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

Target Audience

The target group of the ITIL Intermediate Qualification: Managing Across the Lifecycle Certificate is:

- Individuals who require a business and management level understanding of the ITIL V3 core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is the final mandatory module leading to the Expert certification
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite

This may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

Learning Objective

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to IT Service Management Business and Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Understanding Organizational Challenges
- Service Assessment
- Understanding Complementary Industry Guidance
- Exam Preparation and Mock Exam

The training for this certification includes examination preparation, including a mock examination opportunity.

Prerequisite Entry Criteria

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (2 credits from the V3 Foundation or V2 Foundation plus Bridge Certificate) and have obtained a further 15 credits (a total of at least 17 credits) as a minimum from a balanced selection of ITIL Service Lifecycle or Service Capability qualifications. Documentary evidence of this must be presented to gain admission to this certification level.

Eligibility for the exam

To be eligible for the ITIL Qualification: Managing Across the Lifecycle examination, candidates must have fulfilled the following requirements:

- At least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organisation (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- Hold the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate

- Have obtained a minimum of 15 credits through formal Service Lifecycle Stream or Service Capability scheme qualifications.
- It is also recommended that students should complete at least 28 hours of personal study by reviewing the syllabus and the core Lifecycle publications in preparation for the examination.

Course Criteria

About 30% of the overall contact hours consists of in practical assignments and exercises to reinforce knowledge learning.

Exam format

Eight (8) multiple choice, scenario-based, gradient scored questions.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

- Supervised: Yes
- Open Book: No

- Pass Score: 28/40 or 70%
- Distinction Score: TBC
- Delivery: Online or Paper Based Examination

Trainer Competence

This syllabus can only be delivered to target groups by an accredited training provider and trainer.

Our course meets the following qualifications:

Accredited Training Organization

- We are registered and in good standing with the Official Accreditor ITIL Operational Support and Analysis

ITIL V3 Managing Across the Lifecycle Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

ITIL V3 Expert Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

Duration

Five days – includes lecture, exam preparation and exam.

Contact Information

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