



## ITpreneurs ITIL® v3 Blended Managing Across the Lifecycle Course

Mastering ITIL v3 Intermediate courses requires IT professionals to obtain a great depth of knowledge in the ITIL body of knowledge and to learn to apply this knowledge in real life.

ITpreneurs' blended Managing Across the Lifecycle (MALC) training course uses an optimal mix of training methods to achieve this result in a way that is most convenient, effective and economical to participants.

Participants obtain the '**knowing**' component of the course by completing 12-hours of self paced e-learning in their own time and at their own pace. After completion of the e-learning component of the course, the program taps into the natural strengths of the classroom. In 2 intense days, participants are provided with a safe environment where they can learn to '**apply**' their knowledge through a combination of case studies, assignments and role plays.

*Thinking beyond the traditional classroom "box" and  
presenting students with an optimal mix of learning methods*



**ITL9340-B**  
**ITL9340-VC-B**  
Blended  
ITIL® v3 MALC  
Course

Certificate:  
ITIL® MALC  
Duration:  
2 days (virtual)  
classroom  
12 hours self-paced  
e-learning  
Course Delivery:  
(Virtual) Classroom  
E-learning  
Languages:  
English ITL9340  
ITL9340VC-B  
Credits:  
5 Credits to ITIL  
Expert  
PMI® PDUs:  
38

## Course Description:

The Managing Across the Lifecycle Certificate is the final module of the Service Lifecycle and/or Service Capability Intermediate courses that leads to the ITIL Expert in IT Service Management qualification. This blended MALC course immerses participants in 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 covered in the Service Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Participants benefit from an optimal mix of learning methods that provides them with the most effective way to build their ITIL knowledge. Participants can complete e-learning modules in their own time to build the right level of knowledge before participating in interactive classroom or virtual classroom sessions where they can apply this knowledge in practice.

## Audience:

The Managing Across the Lifecycle course will be of interest to:

- Individuals who require a business and management level understanding of the ITIL V3 core Lifecycle and/or Capability 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
- A typical role includes (but is not restricted to): CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

## Learning Objectives:

Upon completion of this course and examination, the participant will gain competencies in:

- 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

## Practical information about the course:

- A maximum of 12 people can attend this course with 1 instructor, more students requires a second instructor
- Participants have to provide their ITIL Certificate numbers prior to the start of the course
- Participants are expected to complete the e-learning modules prior to joining the classroom / virtual classroom sessions as the 2 day classroom sessions build upon the knowledge provided in the e-learning modules
- After the classroom sessions, there is one more e-learning unit to complete - the exam preparation module
- The exam can be scheduled at a time and date convenient to learners after completion of the final e-learning module
- The e-learning modules and the virtual classroom environment require a high speed internet connection, internet explorer 7.0 or higher a headset and microphone.
- The instructor is available throughout the program to support participants with their e-learning modules. The instructor can be reached via telephone or email.



## Prerequisites:

Candidates for this course must:

- 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
- Note: participants who do not meet these required criteria cannot participate in the course. Only those who have received the required credits can join the program and take the examination.
- It is recommended that participants should complete at least 28 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance in preparation for the examination. The syllabus can be downloaded from:

<http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>

## Course Study Materials:

- Participants receive a copy of the classroom presentation material, practice exam, case study, homework and assignments.
- Participants receive a PDF with additional course reference material (about 600 pages). This material is formatted for an e-reader allowing for participants to read it as an e-book
- Participants receive a login and password for the e-learning modules a few weeks before the (virtual) classroom course starts. The e-learning materials are available for 2 years after completion of the course

## About the Examination:

- Must have the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate and have obtained a minimum of 15 credits through formal Service Lifecycle or Service Capability certification streams, and have completed the Managing Across the Lifecycle course from an Accredited Training Provider in order to sit the exam
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a 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)
- 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.
- Pass score is 28/40 or 70%



## Credits:

- Upon successful passing of the ITIL v3 CSI Lifecycle exam, the participant will be recognized with 5 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 38

## Agenda:

e-Learning	(Virtual) Classroom		e-Learning
	Day1	Day2	
8-hours of self paced instructor supported e-learning	1. Introduction	5. Managing the Planning and Implementing of IT Service Management	4-hours of self paced instructor supported e-learning
	2. Introduction to Service management Business and managerial Issues	6. Understanding Organizational Challenges	
	3. Management of Strategic Change		
<b>Lunch</b>			
	3. Management of Strategic Change	6. Understanding Organizational Challenges	
	4. Risk Management	7. Service Assessment	
	5. Managing the Planning and Implementing of IT Service Management	8. Understanding Complementary Guidance and Tool Strategies	
	<b>Homework</b>		

## ITpreneurs Training Material Accreditation Status



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