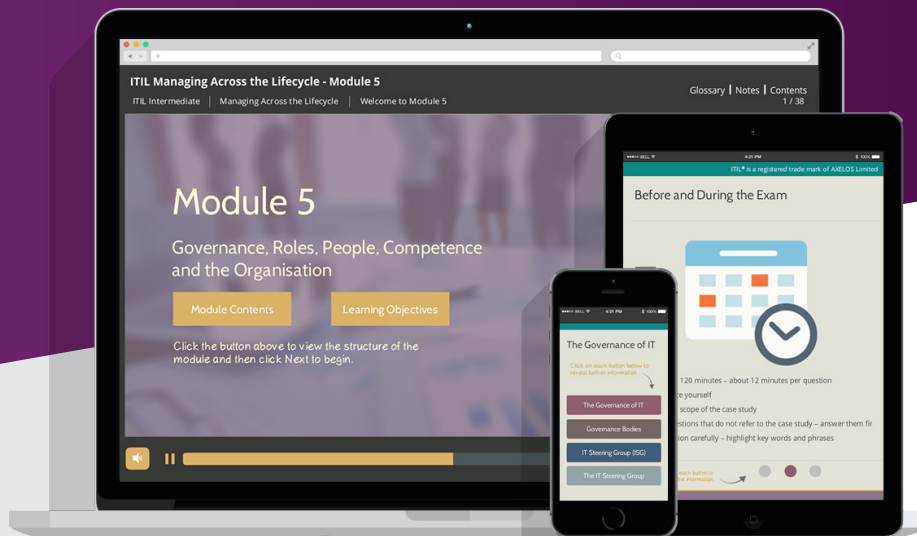


ITIL® MANAGING ACROSS THE LIFECYCLE (MALC)



CREDITS AWARDED

5

DURATION

30 hours

DELIVERY FORMAT

eLearning

ACCESS

6 Months

ACCREDITED BY

PEOPLECERT

EXAM TYPE

Closed book multiple choice. FREE PEOPLECERT exam voucher included as well as mock exams and quizzes concluding each module.

PREREQUISITES

ITIL® Foundation

LANGUAGE

English

Supporting an Organization's Service Delivery by Bridging the Service Lifecycle Stages. ITIL processes and practices, as learnt from the lifecycle and capability streams of the intermediate certificates, are put into a context of one combined service management practice as opposed to separate subject areas.

WHO SHOULD TAKE THIS COURSE

The qualification prepares candidates to work in established service management roles, as well as to implement and improve service management practices.

The target group for the MALC qualification includes, but is not limited to: Chief Information Officers, Senior IT Managers, IT Managers, Supervisors, IT Professionals, IT Operations Practitioners, IT Development Practitioners.

ABOUT THIS COURSE

Study for a qualification in ITIL Managing Across the Lifecycle (MALC) by taking an online training course from Good e-Learning!

The ITIL Managing Across the Lifecycle qualification completes the ITIL Lifecycle and Capability qualifications and leads to the ITIL Expert qualification. The purpose of this course is to give candidates the skills to support an organization's service delivery by bridging the service lifecycle stages.

The 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 and this knowledge is validated in the associated exam and certification.

ACCREDITATION

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL® Managing Across the Lifecycle Certificate in IT Service Management.

PEOPLECERT
Certifying Professionals

IS THERE AN EXAM?

The examination is set at a higher level of difficulty than the Intermediate exams and will consist of ten complex multiple choice questions. The exam is based on a case study and between 8 and 10 questions will be case study based. A maximum of 2 questions will not be based on the case study although each question will state clearly whether or not it is case study based.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 120 minutes to complete the exam.

There are a maximum of 50 potential marks in this exam; to pass you must get at least 35 out of 50 marks correct (70%).