

ITIL Expert Qualification: Managing Across the Lifecycle

Süre: 5 Gün

Açıklama

ITIL MALC Eğitimi, hizmet yaşam döngüsü, yönetim ve ölçüm konularını ele alan 5 günlük bir eğitim programıdır.

Managing Across the Lifecycle programı paydaş yönetimi, süreçlerin bütünleştirilmesi ve hizmet yönetimi yeteneklerinin geliştirilmesini kapsar.

Ön Koşullar

- En az 17 ITIL v3 veya daha yeni krediler (zorunlu)
- İlgili alanlarda iki ila dört yıllık iş tecrübesi
- Eğitimin sonunda gerçekleştirilecek sınava hazırlanmak için aşağıdaki ITIL yayınlarının gözden geçirilmesi ve en az 28 saatlik kişisel çalışmanın tamamlanması önerilir:
- Hizmet Stratejisi
- Hizmet Tasarımı
- Hizmet Geçişi
- Hizmet Operasyonu
- Sürekli Hizmet Geliştirme (Continual Service Improvement)

Eğitim İçeriği

Introduction to Managing Across the Lifecycle

- MALC exam builds on the knowledge acquired in foundation and intermediate-level ITIL courses
- Prerequisites for the MALC exam
- Structure and scoring of the MALC exam
- Bloom's Taxonomy and applying it to the types of questions that will/will not be asked on the MALC exam
- MALC exam cast study

Key Concepts of the Service Lifecycle

- Services, service management, and IT service management
- Organizing functions and roles for service management
- Effect of clarifying roles and using RACI
- Element of value
- Business value of various ITIL lifecycle stages
- Approaches to risk management
- Importance of knowledge management and the SKMS

Communication and Stakeholder Management

- Coordinating business relationship management across the lifecycle
- Role of business relationship management in the communication activities
- Stakeholder management and communication
- Using service models
- Design activity coordination
- Services
- Managing communications and commitment throughout the lifecycle
- Communication aspects of service operation
- Communication strategy and plan

Integrating Service Management Processes Across the Service Lifecycle

- Effectively and efficiently integrating service management processes across the lifecycle
- Impact and relationship of service strategy to other lifecycle stage
- Various lifecycle stage inputs and outputs
- Value and interfaces of the various service management processes

Managing Service Across the Lifecycle

- Importance of an approach to balanced design
- Contribute to effective and efficient service management with design coordination and transition planning and support
- Service transition lifecycle stages
- Managing services across the lifecycle
- Involving operations staff in other lifecycle stages
- Sources of information helping in the implementation and improvement of services
- Factors relevant to strategic assessments
- Challenges, risks, and critical success factors of the strategy, design, transition, and operation lifecycle stages

Governance, Roles, People, Competence, and the Organization

- Governance, activities, framework, and governance bodies

- Relating strategy to governance
- Service providers set direction, policy and strategy
- Change management
- Management systems
- Establishing and maintaining a service management system
- Organization development and departmentalization
- Logical structure for a service provider
- Functions and the types of services providers
- Implementing and sourcing strategies

Measurement

- Measuring and demonstrating value
- Determining and using metrics
- Approaches to monitoring and control
- Using event management tools

Implementing and Improving Service Management Capabilities

- Implementing service management, service management processes, and supporting tools
- Different types of assessments and conducting assessments
- Techniques for improving service management
- Methods for implementing service management
- Business value of service portfolio management

Review/Exam Prep/Mock Exam

Katılım Koşulları

Sayfada en az 17 ITIL v3 veya daha yeni kredi zorunlu tutulur. İlgili alanlarda 2-4 yıl iş tecrübesi ve en az 28 saat kişisel çalışma önerilir. Güncel katılım ve sınav koşullarını teyit edebilirsiniz.