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# ITIL® V3 Intermediate Qualification: Managing Across the Lifecycle

## Course Description

Pultorak & Associates' ITIL® Version 3 (V3) Intermediate Qualification: Managing Across the Lifecycle (MALC) course is a five-day (30-contact hour) course leading to the ITIL® Intermediate Qualification: MALC Certificate. The ITIL® Intermediate Qualification: Managing Across the Lifecycle Certificate is a freestanding 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 course 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.

Class size is limited to maximum of 12 students to one trainer for an accredited delivery, with no minimum class size required for an accredited delivery of this course.

## Certification Examination Type and Duration

Upon completion of the course, participants may sit the optional ITIL® V3 Intermediate Qualification examination leading to the ITIL® Intermediate Qualification: MALC Certificate. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a complex multiple choice format and consists of eight (8) scenario-based, gradient scored questions. Each question will have four 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. Proof of attendance at an accredited training course will be required prior to taking the exam.

## Who Should Attend?

The MALC course is intended for:

- 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.

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### Participant Prerequisites

Participants wishing to be 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 further 15 credits (a total of at least 17 credits) as minimum from a balanced selection of ITIL® Service Lifecycle or Service Capability qualifications. Documentary evidence of these must be presented to gain admission to this certification level. 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.

### Learning Outcomes

Following completion of this training, the participant will know:

- The Importance of IT Service Management Business and Managerial Issues
- How to Go about Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- How to Deal with Organizational Challenges
- Service Assessment
- Complementary Industry Guidance

### Course Outline

- Introduction to IT Service Management Business and Managerial Issues
- Management of Strategic Change
- Risk Management
- Managing the Planning and Implementation of IT Service Management
- Understanding Organizational Challenges
- Service Assessment
- Understanding Complementary Industry Guidance and Tool Strategies
- Summary, Exam Preparation, and Directed Studies

### Why Pultorak for This Course?

Pultorak & Associates' industry experts have years of experience in ITIL® and its implementation. We are active contributors to the content and strive to ensure that the concepts are backed by real-world examples and critical insights that help you chart your own path to achieve your goals with ITIL®. Our experienced instructors have lived the subject matter and are also versed in creating meaningful, engaging participant-centered adult learning, delivering value to you like no one else can.

### For More Information or to Place an Order

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