MANAGING ACROSS THE LIFECYCLE (MALC)
COURSE

Introduction

The Managing Across the Lifecycle (MALC) course serves as the capstone module in the ITIL v3 certification path. It focuses on bridging the five lifecycle stages of IT Service Management, enabling participants to apply, integrate, and manage service management practices across an organization. Designed for IT professionals seeking to achieve ITIL Expert certification, the course enhances strategic thinking, planning, and implementation capabilities within real-world service management contexts.

Learning Objectives

- Integrate and apply service management principles across the service lifecycle
- Manage planning, implementation, and strategic change initiatives
- Assess and mitigate risks associated with IT service management
- Understand organizational challenges and critical success factors
- Evaluate lifecycle project outcomes and leverage complementary frameworks

Course Details

Mode of Training	Classroom or Online
Duration	5 Days

Who Should Attend?

- IT professionals pursuing the ITIL Expert certification
- Service managers, consultants, and ITSM practitioners
- Professionals responsible for strategic IT service management planning
- Senior IT leaders integrating ITIL best practices across business units

Certificate(s)

Participants who complete a minimum of 80% of the total training hours will receive a **Certificate of Completion** issued by **Time Training Center**. This certificate reflects their active participation and commitment to professional development in the relevant field.

Course Outline

Module 1: Introduction to IT Service Management Business & Managerial Issues

- Challenges and success factors across the service lifecycle
- Value and impact of integrated service management practices

Module 2: Managing the Planning and Implementation of ITSM

- Strategic planning and implementation of ITSM initiatives
- Aligning IT services to evolving business objectives

Module 3: Management of Strategic Change

- Approaches to managing organizational change within ITSM
- Impact assessment on stakeholders and service processes

Module 4: Risk Management

- Identifying, assessing, and mitigating ITSM-related risks
- Building resilience through effective risk strategies

Module 5: Understanding Organizational Challenges

- Analyzing organizational structures and cultures in ITSM contexts
- Overcoming barriers to successful service management adoption

Module 6: Lifecycle Project Assessment

- Evaluating and measuring project success across lifecycle stages
- Applying continual service improvement principles

Module 7: Understanding Complementary Industry Guidance

- Integrating ITIL with frameworks like COBIT and ISO/IEC 20000
- Enhancing service management using complementary practices

Methodology

We employ a comprehensive and applied learning strategy, integrating theory with real-world implementation:

- ❖ **Conceptual Learning**: Expert-led sessions on catalytic theory and engineering principles
- ❖ **Interactive Workshops**: Group exercises, presentations, and technical discussion forums
- ❖ **Case-Based Learning**: Industry-specific examples and troubleshooting scenarios
- ❖ **Technology Integration**: Digital tools, simulations, and catalyst modeling applications
- ❖ **Assessment**: Pre-tests, post-tests, and Competence Validation Exams for Certified courses to ensure knowledge transfer and skills validation

Note: Instructors may adjust the training approach to fit technical requirements or participant engagement levels.

Our Instructors

Our instructors are certified Experts and experienced ITSM consultants with extensive backgrounds in implementing and managing ITIL frameworks in diverse industries. They bring practical knowledge and case-driven insights to help learners bridge theory and application. Detailed trainer profiles will be shared upon request.

About Time Training Center

Time Training Center is a leading professional training institute in Abu Dhabi that provides students and professionals with quality education and skill development programs. Time Training Center is accredited by the Abu Dhabi Center for Technical Vocational Education & Training (ACTVET) with a specialization in Computer and Management Training programs and certified by QA QC with ISO 9001:2015.

Operating in Abu Dhabi for over 3 decades, Time Training Center has established brand value as a high-quality Management & Technical Training Center in Abu Dhabi. We have also secured strong loyalty from corporate companies and associations with our holistic and practical teaching approach.

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