

Course Fact Sheet

Managing Across the Lifecycle (MALC) Course

36 PMI PDUs – 5 Credits to ITIL Expert; 2 days classroom + 10 hours e-learning

Impetus Consulting introduces an accelerated program that takes you to ITIL v3 Planning, Protection & Optimization Certification using innovative learning methods and energized classroom sessions.

The combination of 10 hours instructor-supported e-learning and classroom course allows students to manage study time whilst reducing the number of classroom days to only 2 days.

Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken after the course at a convenient time after the course to allow additional study time.

Course runs 9:00 to 18:00 each day. Exams will be scheduled on demand.

Program Benefits

Accelerated path to Certification: This fast-track program is a definite path to Certification that presents you the ITIL V3 MALC Certificate after completing a 2 days classroom program and 10 hours of self paced e-learning. Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of e-learning for the theoretical components of the course allows you to study in your own time at your own pace.

Learning Objectives

Upon completion of this course, the learner 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

Audience

This course will be of particular interest to:

- 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.
- A typical role includes (but is not restricted to): CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

Prerequisites

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.

It is recommended that students should complete a personal study by reviewing the syllabus and the core ITIL v3 publications in preparation for the examination.

The syllabus can be downloaded from the [Official ITIL Website](http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp) (<http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>)

Examination Information

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions. *Pass score is 28/40 or 70%*

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.

Course Structure

Stage 1 Self-Paced E-Learning	Stage 2 Interactive Classroom Sessions	Stage 3 Post-Study	Stage 4 Certification Exams
6 hours	2 days (18 hours)	4 hours	90 minutes

About Impetus Consulting

Impetus Consulting is an IT Consultancy based in Dubai Internet City offering services and training throughout the region including UAE, KSA, Kuwait, Oman, Qatar, Bahrain, Jordan, Pakistan and Turkey.

We specialize in providing high quality consultancy, implementation and training services in the areas of IT Management including Enterprise Systems Management, IT Service Management, IT Governance and Project Management through strategic partnerships with the industry leaders in individual areas of our activity.

Our consultants and trainers are chosen from professionals with many years of international experience and are trained and officially certified in their specific areas.

What Next?

If you have any enquiries or would like to book your course, please contact our sales consultant who will be happy to assist you. You can reach us by phone on +971 (0)4 391 3263 and email at info@impetus.ae.

You can also find our course dates and register on our website <http://www.impetus.ae>. One of our team members will contact you to discuss your requirements following the registration.

We look forward to welcoming you in our class!