Course content
Managing Across the Lifecycle provides a holistic picture of the critical learning points and knowledge IT management staff require on key organisational topics such as: governance structures, roles, functions, process dependencies, complementary frameworks, service assessments and the management of change issues related to the ITIL Service Lifecycle.
After taking this course, delegates will be better equipped to understand the strategic design, deployment and management of the capabilities and resources required by the full IT Service Lifecycle.

This course will ensure delegates understand the value to the business of IT Service Management processes and how they affect the organisation as a whole. There is an in-depth review of key processes and functions required to properly master the ITIL practices needed to create a stable IT organisation that delivers the outcomes and value needed to support the objectives of the business. The purpose of the ITIL Expert MALC Course is to certify that the delegate has gained a thorough and detailed knowledge of the MALC advanced concepts, and has comprehended the essential principles of ITIL based MALC practices for Service Management. When the delegate has completed this course, they should be confident in their ability to approach core MALC activities, such as:

- IT Service Management Business and Managerial Issues
- Management of Strategic Change
- Risk Management
- Managing the Planning and Implementation of IT Service Management (ITSM)
- Understanding Organisational Challenges
- Service Assessment
- Understanding Complementary Industry Guidance
Syzygal
enabling knowledge alignment

Why ITIL: 2011?
ITIL is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally. IT Service Management (ITSM) derives enormous benefits from a best practice approach. Because ITSM is driven both by technology and the huge range of organisational environments in which it operates, it is in a state of constant evolution. Best practice, based on expert advice and input from ITIL users is both current and practical, combining the latest thinking with sound, common sense guidance. The qualifications scheme provides a modular approach and is comprised of a series of qualifications focused on different aspects of ITIL Best Practice.

Who should attend this course?
The ITIL Managing Across the Lifecycle (MALC) course would suit the following candidates:

- Those wishing to attain the ITIL Expert certification
- Individuals involved in the lifecycle of services and processes, and who require a deeper understanding
- Those in an organisation that has adopted ITIL and who need to contribute to service improvement initiatives
- Individuals seeking to progress towards the ITIL Master in ITSM, for which the ITIL Expert is a prerequisite

Setting a new standard
With consultants placed world-wide, Syzygal is a provider of professional development education, e-learning and consulting solutions. The foundation of our business model is specialisation in the areas of IT Service Management, Enterprise Governance, Project Management and IT Security Management. Our focus is on supporting and promoting world-renowned, industry recognised frameworks and standards. In doing so we help our clients develop world-class, business centric IT Services and business change environments. With a global reach we can provide your organisation with innovative solutions to help navigate your business to tangible and measurable improvements through direct consultancy engagements or training and education services. Syzygal is a globally Accredited Training Organisation and Accredited Courseware Provider; holding accreditations with: APMG, EXIN, Loyalist, PEOPLECERT and PMI (REP number 4033).