

2012

ITIL® Managing Across the Lifecycle (MALC) Video Training Guide



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Document Information

► Texts with this treatment are Alerts, and indicate important concepts.

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ITIL® eTrainer

Mentored Learning Video Training Program

Although this online, web-based course is available to you 24 hours a day, 7 days a week over the span of your license, you must exercise the same diligence and discipline as though you were sitting in a classroom program. The following training plan was designed to help you complete the video, reading and testing components of this ITIL certification program in an orderly fashion.

Step #1 - Locate the Important Documents Included within your Video Training Program

Please make note of four very important printable documents that are included with your course. If you have difficulty with the printing options please reach out to support@itsmsolutions.com for assistance.

- **Student Manual & Study Guide** – Chapter 1's table of contents of contains a copy of the student manual. The manual includes the instructor slides with amplifying information for each slide, the course syllabus, a glossary along with other support documents. Each video module also includes a student **Study Guide** which can be used to take notes throughout the training program.
- **Syllabus** – The syllabus for each class is located at the back of the student manual.
- **Checkpoint Booklet** – The checkpoint guide provides two very different types of study aids to the student. The multiple-choice quiz helps instill the terminology and knowledge of the subject area while the scenario based exercises help expand the knowledge gained to fit the context of the overall business environment.
- **Sample Exams** – The last section of each course contains sample exams provided by the official accreditor for those students looking to sit the actual certification exam.

Step #2 - Purchase and read a copy of the ITIL Core Book associated with the classes you are taking

Although not mandatory to sit for the exam, the accreditor strongly recommends that students purchase and read a copy of the ITIL Core book associated with the class being purchased. The reading of the ITIL book will help students prepare for the exam in addition to helping them understand how to apply what they just learned in a real-world environment, ITIL core books can be purchased from our book store @ <http://www.itgovernanceusa.com/category/291.aspx> or at amazon.com

Step #3 - Join our Online Mentoring Community & Sign Up for our Continuing Education Newsletter

The first step in establishing a connection to the mentoring community is to become a member of the LinkedIn Group “My ITSM Mentoring Community.” You can do this by going online to the professional networking community www.Linkedin.com, registering as a member (if you are not already a member), and joining the group [My ITSM Mentoring Community™](#). You may go directly to the group by clicking on the “Mentoring Community” link just below the “Login” link on the opening page of the online Learning course.

Once you are a member you can post your questions on the discussion board. The discussion board is monitored daily (9 AM to 9PM Eastern Time) by our team of ITIL Expert Mentors along with other students taking the online training programs. This forum will enable you to get answers to any questions you might have as you go through the program you purchased.

Students should also [register](#) to receive our periodic Do IT Yourself (DITY) continuing education newsletter. Each newsletter provides practical guidance on the key topics associated with ITIL and ITSM. Missed an issue? The DITY™ archive contains all issues organized by topic. Select a topic of interest and browse our archive for all the back-issues.

Step #4 - Follow the Video Training Plan Listed Below

The training plan below outlines in order the reading, lectures and testing components a student must complete to successfully prepare for the exam. Please refer to them in the order shown below.

If you are attending a scheduled **classroom or blended learning program**, please follow the schedule outlined by your training provider. If you are taking a **remote program**, feel free to set up a training schedule that aligns best with personal and professional schedules.

1. Read the Syllabus Sections Identified in the Video Training Plan
This will help you become familiar with the exam qualification scheme
2. Read the Core Publication Sections Identified in the Video Training Plan
While reading the core books is not mandatory to sit for the exam, the syllabus strongly recommends it as part of it's prerequisite entry criteria
3. Watch the Video Lectures and Reach out to the Community with Questions
Watch the instructor lectures on video, refer to the student manual for amplifying information, reach out to the community with questions, take notes in the workbook & complete all module exams & checkpoints until you score an 80% or higher
4. Take the Sample Exams to Understand your Exam Readiness
Review relevant videos & courseware to shore up problem areas. Reach out to the mentoring community for exam taking advice. Work with the training provider to schedule your exam when you have scored an 80% or higher on the sample exams

ITIL® Managing Across the Lifecycle (MALC) Video Training Guide

For each section listed, read the syllabus first followed by the core book section then the video training program

Self-Paced Training Schedule Dates	Chapter/Lesson/Topic	Read the Syllabus	Read the core ITIL book sections listed below (optional but highly recommended)	Watch Videos	Section Complete √
				Take Notes in Workbook	
				Refer to Courseware for Amplifying Text	
				Complete End of Chapter Quizzes and Checkpoints	
	Chapter 1: Course Introduction	Section #	Section #	Video #	
	Course Introduction	n/a	n/a	Course Introduction	
	Lesson 1 Course Organization			1.0	
	Welcome to the Course!	n/a	n/a	1.1	
	Mentoring Community Introductions	n/a	n/a	1.2	
	Why Are You Here?	n/a	n/a	1.3	
	Using Bloom's Taxonomy	n/a	n/a	1.4	
	What do you Expect?	n/a	n/a	1.5	
	Housekeeping Online	n/a	n/a	1.6	
	Lesson 2 Course Conventions & Agenda			2.0	
	Conventions Used	n/a	n/a	2.1	
	Quizzes & Exercises	n/a	n/a	2.2	
	ITIL Qualification Scheme	n/a	n/a	2.3	
	ITIL MALC Exam	n/a	n/a	2.4	
	Getting Started with an Online Class	n/a	n/a	2.5	
	What's Unique About this Course	n/a	n/a	2.6	
	End of Chapter Quiz	n/a	n/a	End of Chapter Quiz	
	Chapter 01 Review	n/a	n/a	2.7	
	Student Manual	n/a	n/a	Student Manual	
	Case Study	n/a	n/a	Case Study	
	Chapter 2: Introduction to Managing Across the Lifecycle				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Introduction to MaLC			1.0	
	The Practice of Service Management	MALC01	A2.1.1-2.1.3	1.1	
	Services	MALC01	A2.1.1	1.2	
	Service Management	MALC01	A2.1.2	1.3	
	IT Service Management	MALC01	A2.1.3	1.4	
	Global ITSM Domain Map	MALC01	A2.1.1-2.1.3	1.5	
	IT Service Provider Capability Model	MALC01	A2.1.1-2.1.3	1.6	
	Lesson 2 Service Value Across the Lifecycle			2.0	
	The IT Service Management Lifecycle	MALC01	A1.2, SS 1.1.4	2.1	

	Service Strategy	MALC01	A1.2, SS 3.2.3	2.2	
	Service Design	MALC01	A1.2	2.3	
	Service Transition	MALC01	A1.2, ST 4.6.3	2.4	
	Service Operation	MALC01	A1.2, SO 3, 5.1.2.12	2.5	
	Continual Service Improvement	MALC01	A1.2	2.6	
	Integration across the Service Lifecycle	MALC01	A2.4	2.7	
	Coordination & Collaboration	MALC01	A1.2, 2.4	2.8	
	Lesson 3 Other Key Concepts			3.0	
	Core, Enabling & Enhancing Services	MALC01	SS 3.2.2.4 , Tbl 3.5	3.1	
	Organizing for Service Management	MALC01	A 2.2.3	3.2	
	Using RACI to Clarity Roles	MALC01	SD 3.7.4.1-2	3.3	
	Functional Roles Analysis	MALC01	SD 3.7.4.1	3.4	
	Activity Analysis	MALC01	SD 3.7.4.1	3.5	
	Management of Risk	MALC01	Apndx Risk et al	3.6	
	Managing Risks & the Lifecycle	MALC01	Apndx Risk et al	3.7	
	Sharing Knowledge across the Lifecycle	MALC01	A 2.2.5 et al	3.8	
	Architecture of an SKMS	MALC01	n/a	3.9	
	Lesson 4 MaLC Summary			4.0	
	Introduction to MaLC Summary	n/a	n/a	4.1	
	Checkpoint Instructions	n/a	n/a	4.2	
	Case Study Review	n/a	n/a	4.3	
	End of Chapter Quiz	n/a	n/a	End of Chapter Quiz	
	End of Chapter Quiz Review	n/a	n/a	4.4	
	Chapter 02 Review	n/a	n/a	4.5	
	Case Study	n/a	n/a	Case Study	
	Chapter 3: Stakeholder Management & Communication				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Stakeholder Management			1.0	
	BRM across the Lifecycle	MALC02	SS 4.5.5.5	1.1	
	BRM & Service Strategy	MALC02	SS 4.5.5.5	1.2	
	BRM & Service Design	MALC02	SS 4.5.5.5	1.3	
	BRM & Service Transition	MALC02	SS 4.5.5.5	1.4	
	BRM & Service Operation	MALC02	SS 4.5.5.5	1.5	
	BRM & Continual Service Improvement	MALC02	SS 4.5.5.5	1.6	
	BRM & Communications	MALC02	A 2.1.5	1.7	
	Business Relationship Management	MALC02	SS 6.8.8	1.8	
	Lesson 2 Stakeholder Communication			2.0	
	Managing Communications & Commitment	MALC02	ST 5.3	2.1	
	Service Models Use in Communication	MALC02	SS 3.4.7, 8.3.1.2	2.2	
	Design Coordination & Service Definition	MALC02	SD 4.1.5.3, 4.2.4.2	2.3	
	Communication Strategy	MALC02	ST 5.1	2.4	
	Support & Delivery Communications	MALC02	SO 3.6	2.5	

Communication in the Context of Improvement	MALC02	CSI 8.5	2.6
Lesson 3 Stakeholder Management & Communication Summary			3.0
Stakeholder Management & Communication Summary	n/a	n/a	3.1
Checkpoint Instructions	n/a	n/a	3.2
End of Chapter Quiz			End of Chapter Quiz
End of Chapter Quiz Review			3.3
Chapter 03 Review			3.4
Case Study			Case Study
Chapter 4: Process Integration			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 1 Process Integration Across The Lifecycle			1.0
Global ITSM Domain Map	MALC 03	A 2.4.2	1.1
IT Service Provider Capability Model	MALC 03	A 2.4.2	1.2
Integration of Lifecycle Processes	MALC 03	A Fig2.9	1.3
Impact of Strategy across the Lifecycle	MALC 03	SS 8.3	1.4
Lifecycle Perspective of Design	MALC 03	SD 3.7.1 Fig 3.8	1.5
Lifecycle Inputs & Outputs	MALC 03	Apndx	1.6
Service Strategy I/O	MALC 03	SS 3.9	1.7
Service Design I/O	MALC 03	SD 3.1.2	1.8
Service Transition I/O	MALC 03	ST 3.3	1.9
Service Operation I/O	MALC 03	SO 3.8	1.1
Continual Service Improvement I/O	MALC 03	CSI 3.12	1.11
Lesson 2 Service Strategy			2.0
Strategy Management for IT Services	MALC 03	SS 4.1.3	2.1
Strategy Management Business Value	MALC 03	SS 4.1.3	2.2
Strategy Management Relationships	MALC 03	SS 4.1.6.4	2.3
Strategy Management Process	MALC 03	SS 4.x	2.4
Service Portfolio Management	MALC 03	SS 4.2.3	2.5
SPM Value to the Business	MALC 03	SS 4.2.3	2.6
SPM Relationships	MALC 03	SS 4.2.6.4	2.7
Financial Management	MALC 03	SS 4.3.3	2.8
Financial Management Value to the Business	MALC 03	SS 4.3.3	2.9
Financial Management Relationships	MALC 03	SS 4.3.6.4	2.11
Financial Management Major I/O	MALC 03	n/a	2.12
Demand Management	MALC 03	SS 4.4.3	2.13
Demand Management Value to the Business	MALC 03	SS 4.4.3	2.14
Demand Management Relationships	MALC 03	SS 4.4.6.4	2.15
Business Activity Patterns	MALC 03	n/a	2.16
Business Relationship Management	MALC 03	SS 4.5.3	2.17
BRM Value to the Business	MALC 03	SS 4.5.3	2.18
BRM Relationships	MALC 03	SS 4.5.6.4	2.19
Lesson 3 Service Design Integration			3.0

	Design Coordination	MALC 03	SD 4.1.3	3.1	
	Design Coordination Value to the Business	MALC 03	SD 4.1.3	3.2	
	Design Coordination Relationships	MALC 03	SD 4.1.6.4	3.3	
	Design Coordination Context	MALC 03	SD 4.x	3.4	
	Service Catalog Management	MALC 03	SD 4.2.3	3.5	
	SCM Value to the Business	MALC 03	SD 4.2.3	3.6	
	SCM Relationships	MALC 03	SD 4.2.6.4	3.7	
	Service Catalog Management Context	MALC 03	SD 4.x	3.8	
	Service Level Management	MALC 03	SD 4.3.3	3.9	
	SLM Value to the Business	MALC 03	SD 4.3.3	3.10	
	SLM Relationships	MALC 03	SD 4.3.6.4	3.11	
	Service Level Management Context	MALC 03	SD 4.x	3.12	
	Availability Management	MALC 03	SD 4.4.3	3.13	
	Availability Management Value to the Business	MALC 03	SD 4.4.3	3.14	
	Availability Management Relationships	MALC 03	SD 4.4.6.4	3.15	
	Availability Management Context	MALC 03	SD 4.x	3.16	
	Capacity Management	MALC 03	SD 4.5.3	3.17	
	Capacity Management Value to the Business	MALC 03	SD 4.5.3	3.18	
	Capacity Management Relationships	MALC 03	SD 4.5.6.4	3.19	
	Capacity Management Context	MALC 03	SD 4.x	3.20	
	Continuity Management	MALC 03	SD 4.6.3	3.21	
	Continuity Management Value to the Business	MALC 03	SD 4.6.3	3.22	
	Continuity Management Relationships	MALC 03	SD 4.6.6.4	3.23	
	Continuity Management Context	MALC 03	SD 4.x	3.24	
	Security Management	MALC 03	SD 4.7.3	3.25	
	Security Management Value to the Business	MALC 03	SD 4.7.3	3.26	
	Security Management Relationships	MALC 03	SD 4.7.6.4	3.27	
	Security Management Context	MALC 03	SD 4.x	3.28	
	Supplier Management	MALC 03	SD 4.8.3	3.29	
	Supplier Management Value to the Business	MALC 03	SD 4.8.3	3.3	
	Supplier Management Relationships	MALC 03	SD 4.8.6.4	3.31	
	Supplier Management Context	MALC 03	SD 4.x	3.32	
	Lesson 4 Service Transition Integration			4.0	
	Transition Planning & Support	MALC 03	ST 4.1.3	4.1	
	Transition Planning & Support Value to the Business	MALC 03	ST 4.1.3	4.2	
	Transition Planning & Support Relationships	MALC 03	ST 4.1.6.4	4.3	
	Service Planning & Support Context	MALC 03	ST 4.x	4.4	
	Change Management	MALC 03	ST 4.2.3	4.5	
	Change Management Value to the Business	MALC 03	ST 4.2.3	4.6	
	Change Management Relationships	MALC 03	ST 4.2.6.4	4.7	
	Change Management Context	MALC 03	ST 4.x	4.8	
	Service Asset & Configuration Management	MALC 03	ST 4.3.3	4.9	
	SACM Value to the Business	MALC 03	ST 4.3.3	4.10	

	SACM Relationships	MALC 03	ST 4.3.6.4	4.11	
	SACM Context	MALC 03	ST 4.x	4.12	
	Release & Deployment Management	MALC 03	ST 4.4.3	4.13	
	Release & Deployment Value to the Business	MALC 03	ST 4.4.3	4.14	
	Release & Deployment Relationships	MALC 03	ST 4.4.6.4	4.15	
	Release & Deployment Management Context	MALC 03	ST 4.x	4.16	
	Service Validation & Testing	MALC 03	ST 4.5.3	4.17	
	Service Validation & Testing Value to the Business	MALC 03	ST 4.5.3	4.18	
	Service Validation & Testing Relationships	MALC 03	ST 4.5.6.4	4.19	
	Service Validation & Testing Context	MALC 03	ST 4.x	4.20	
	Change Evaluation	MALC 03	ST 4.6.3	4.21	
	Change Evaluation Value to the Business	MALC 03	ST 4.6.3	4.22	
	Change Evaluation Relationships	MALC 03	ST 4.6.6.4	4.23	
	Change Evaluation Context	MALC 03	ST 4.x	4.24	
	Knowledge Management	MALC 03	ST 4.7.3	4.25	
	Knowledge Management Value to the Business	MALC 03	ST 4.7.3	4.26	
	Knowledge Management Relationships	MALC 03	ST 4.7.6.4	4.27	
	Knowledge Management's Context	MALC 03	ST 4.x	4.28	
	Lesson 5 Service Operation Integration			5.0	
	Event Management	MALC 03	SO 4.1.3	5.1	
	Event Management Value to the Business	MALC 03	SO 4.1.3	5.2	
	Event Management Relationships	MALC 03	SO 4.1.6.4	5.3	
	Event Management Context	MALC 03	SO 4.x	5.4	
	Incident Management	MALC 03	SO 4.2.3	5.5	
	Incident Management Value to the Business	MALC 03	SO 4.2.3	5.6	
	Incident Management Relationships	MALC 03	SO 4.2.6.4	5.7	
	Incident Management Context	MALC 03	SO 4.x	5.8	
	Request Fulfillment	MALC 03	SO 4.3.3	5.9	
	Request Fulfillment Value	MALC 03	SO 4.3.3	5.10	
	Request Fulfillment Relationships	MALC 03	SO 4.3.6.4	5.11	
	Request Fulfillment Context	MALC 03	SO 4.x	5.12	
	Problem Management	MALC 03	SO 4.4.3	5.13	
	Problem Management Value	MALC 03	SO 4.4.3	5.14	
	Problem Management Relationships	MALC 03	SO 4.4.6.4	5.15	
	Problem Management Context	MALC 03	SO 4.x	5.16	
	Access Management	MALC 03	SO 4.5.3	5.17	
	Access Management Value	MALC 03	SO 4.5.3	5.18	
	Access Management Relationships	MALC 03	SO 4.5.6.4	5.19	
	Access Management Context	MALC 03	SO 4.x	5.20	
	Lesson 6 CSI Integration			6.0	
	7-Step Improvement	MALC 03	CSI 4.1.3	6.1	
	7-Step Improvement Business Value	MALC 03	CSI 4.1.3	6.2	
	7-Step Improvement Relationships	MALC 03	CSI 4.1.6.1	6.3	

7-Step Improvement Context	MALC 03	CSI 4.1.7 to 4.1.10	6.4
Lesson 7 Process Integration Summary			7.0
Process Integration Summary	n/a	n/a	7.1
Checkpoint Instructions	n/a	n/a	7.2
End of Chapter Quiz			End of Chapter Quiz
End of Chapter Quiz Review			7.3
Chapter 04 Review			7.4
Case Study			Case Study
Chapter 5: Managing Services			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 1 Stakeholder Needs			1.0
The Context of Service Design	MALC04		1.1
Balanced Design	MALC04	SD 3.3	1.2
Identify Service Requirements	MALC04	SD 3.4	1.3
Service Relationships & Dependencies	MALC04	SD 3.4	1.4
Business Requirements & Drivers	MALC04	SD 3.5	1.5
Service Model	MALC04	SS 8.3.1.2	1.6
Design Coordination	MALC04	SD 4.1.1	1.7
Transition Planning & Support	MALC04	ST 4.1.1	1.8
Transition Lifecycle	MALC04	ST 4.1.5.2	1.9
Lesson 2 Managing Cross-lifecycle Processes			2.0
Knowledge Flow	MALC04	ST 6.7.1, SO 3.4, ST 3.1.12	2.1
Logical Staff Mobility	MALC04	ST 6.7.1, SO 3.4	2.2
Service Operation & Strategy	MALC04	ST 6.7.1	2.3
Service Operation & Design	MALC04	ST 6.7.1	2.4
Service Operation & Transition	MALC04	ST 6.7.1	2.5
Service Operation & Improvement	MALC04	ST 6.7.1	2.6
Early Lifecycle Involvement	MALC04	ST 6.7.1	2.7
Release Build & Test Involvement	MALC04	ST 4.4.5.2, Rehearsal book and IG	2.8
Lesson 3 Implementing & Improving Services			3.0
SLM & Improvement	MALC04	CSI 3.6	3.1
Service Reviews	MALC04	SD 4.3.5.6	3.2
Customer Satisfaction	MALC04	SS 4.5.4.4, SD 4.3.5.7, SO 6.3.5.1	3.3
Survey Tools & Techniques	MALC04	SO Tbl 6.1	3.4
Trends & Changes in Priority	MALC04	SS 4.1.5.1-4	3.5
Internal Analysis	MALC04	SS 4.1.5.2	3.6
External Analysis	MALC04	SS 4.5.5.3	3.7
Define Market Space	MALC04	SS 4.1.5.4	3.8
Lesson 4 Challenges, CSFs & Risks			4.0
Challenges, Risks & Critical Success Factors	MALC04	n/a	4.1
SS - Challenges	MALC04	SS 9.1	4.2
SS - Risks	MALC04	SS 9.2	4.3

	SS - CSFs	MALC04	SS 9.3	4.4	
	SD - Challenges	MALC04	SD 9.1	4.5	
	SD - Risks	MALC04	SD 9.2	4.6	
	SD - Critical Success Factors	MALC04	SD 9.3	4.7	
	ST - Challenges	MALC04	ST 9.1	4.8	
	ST - Risks	MALC04	ST 9.2	4.9	
	ST - Critical Success Factors	MALC04	ST 9.3	4.10	
	SO - Challenges	MALC04	SO 9.1	4.11	
	SO - Risks	MALC04	SO 9.2	4.12	
	SO - Critical Success Factors	MALC04	SO 9.3	4.13	
	CSI - Challenges	MALC04	CSI 9.1	4.14	
	CSI - Risks	MALC04	CSI 9.2	4.15	
	CSI - Critical Success Factors	MALC04	CSI 9.3	4.16	
	Lesson 5 Managing Services Across the Lifecycle			5.0	
	Managing Services across the Lifecycle Summary	n/a	n/a	5.1	
	Checkpoint Instructions	n/a	n/a	5.2	
	End of Chapter Quiz			End of Chapter Quiz	
	End of Chapter Quiz Review			5.3	
	Chapter 05 Review			5.4	
	Case Study			Case Study	
	Chapter 6: Governance			1	
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Governance			1.0	
	What is Governance	MALC05	SS 5.1	1.1	
	Setting Strategies, Policies & Plans	MALC05	SS 5.1	1.2	
	Who Governs?	MALC05	SS 5.1	1.3	
	Management or Governance	MALC05	SS 5.1	1.4	
	Governance Framework	MALC05	SS 5.1	1.5	
	Define, Fulfill & Enforce	MALC05	SS 5.1	1.6	
	Service Strategy & Governance	MALC05	SS 5.1	1.7	
	Sourcing Governance	MALC05	SS 3.7.5	1.8	
	Steering Committee	MALC05	ST 4.2.5.5	1.9	
	The CAB & Governance	MALC05	ST 4.2.5.5, 4.2.5.10	1.1	
	Governance & Management Systems	MALC05	A 2.3.2, SS 5.2	1.11	
	Lesson 2 Organizational Structures			2.0	
	Organizational Structure	MALC05	n/a	2.1	
	Organizational Development	MALC05	SS 6.1	2.2	
	Stage 1 - Network	MALC05	SS 6.1	2.3	
	Stage 2 - Directive	MALC05	SS 6.1	2.4	
	Stage 3 - Delegation	MALC05	SS 6.1	2.5	
	Stage 4 - Coordination	MALC05	SS 6.1	2.6	
	Stage 5 - Collaboration	MALC05	SS 6.1	2.7	

	Organizational Departmentalization	MALC05	SS 6.3	2.8	
	Organizational Design	MALC05	SS 6.4	2.9	
	Logical Organization - Strategic Components	MALC05	SS 6.7	2.10	
	Logical Organization - Tactical & Operational Components	MALC05	SS 6.7	2.11	
	Logical Organization & the Customer	MALC05	SS 6.7	2.12	
	Service Design & Organizational Structure	MALC05	SD 6.2.3	2.13	
	Service Transition & Organizational Structures	MALC05	ST 6.2.1	2.14	
	Organizational Context for Service Transition	MALC05	SO 6.9	2.15	
	Competence & Training	MALC05	SS 6.10	2.16	
	Lesson 3 Service Provider Types			3.0	
	Service Provider Types	MALC05	SS 3.3, SS 8.1	3.1	
	Internal Service Provider	MALC05	SS 3.3, SS 8.1	3.2	
	Shared Services Unit	MALC05	SS 3.3, SS 8.1	3.30	
	External Services Unit	MALC05	SS 3.3, SS 8.1	3.4	
	Choosing a Service Provider Type	MALC05	SS 3.3, SS 8.1	3.5	
	Considering Service Type	MALC05	SS 3.3, SS 8.1	3.6	
	Selecting Delivery Strategies	MALC05	SS 3.3, SS 8.1	3.7	
	Sourcing Structures	MALC05	SD 3.11.2, TBI 3.5	3.8	
	Lesson 4 Governance Summary			4.0	
	Governance Summary	n/a	n/a	4.1	
	Checkpoint Instructions	n/a	n/a	4.2	
	End of Chapter Quiz			End of Chapter Quiz	
	End of Chapter Quiz Review			4.3	
	Chapter 06 Review			4.4	
	Case Study			Case Study	
	Chapter 7: Measurement				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Measuring			1.0	
	Business Value	MALC06	SD 3.1.4	1.1	
	Demonstrating Business Value	MALC06	SD 3.1.4	1.2	
	Service Measurement	MALC06	CSI 3.9	1.3	
	Objectives	MALC06	CSI 3.9	1.4	
	Measurement & Reporting Frameworks	MAKC07	CSI 5.5.9	1.5	
	Reporting Levels	MALC06	n/a	1.6	
	Management Domains	MALC06	n/a	1.7	
	Measurement Definition			1.8	
	Setting Targets	MALC06	n/a	1.9	
	Process Measurements	MALC06	n/a	1.1	
	Scorecard & Reports	MALC06	n/a	1.11	
	Metrics	MALC06	CSI 5.5	1.12	
	CSFs & KPIs	MALC06	CSI 5.5.1	1.13	
	Using Metrics	MALC06	CSI 3.9, CSI 5.5.5	1.14	

	Lesson 2 Measurement Frameworks			2.0	
	Design & Develop Service Measurement Framework	MALC06	CSI 5.4.1	2.1	
	Measurement Framework Grid	MALC06	CSI 5.4.4	2.2	
	Designing Measurement Methods & Metrics	MALC06	SD 3.7.5	2.3	
	Metrics Tree	MALC06	SD 3.7.5	2.4	
	Monitor & Control	MALC06	SD 3.7.5	2.5	
	Definitions	MALC06	SD 3.7.5	2.6	
	Monitor Control Loop	MALC06	SO 5.1.2	2.7	
	Control Loop Types	MALC06	SO 5.1.2	2.8	
	Measurement & Monitoring	MALC06	SO 5.1.2	2.9	
	Measurement Types	MALC06	SO 5.1.2	2.10	
	Measurement, Metrics & KPIs	MALC06	SO 5.1.2	2.11	
	Event Management Desired Features	MALC06	SO 7.2, CSI 7.1.3	2.12	
	Lesson 3 Measurement Summary			3.0	
	Measurement Summary	n/a	n/a	3.1	
	Checkpoint Instructions	n/a	n/a	3.2	
	End of Chapter Quiz			End of Chapter Quiz	
	End of Chapter Quiz Review			3.3	
	Chapter 07 Review			3.4	
	Case Study			Case Study	
	Chapter 8: Implement & Improve				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Implementing Service Management			1.0	
	CSI Approach	MALC07	CSI 3.1	1.1	
	Business Questions for CSI	MALC07	CSI 3.1, Fig 3.1	1.2	
	Lifecycle Approach to Strategy Implementation	MALC07	SS 8.2	1.3	
	Setting Implementation Strategy	MALC07	SS 8.2	1.4	
	Designing Service Strategy	MALC07	SS 8.2	1.5	
	Transitioning Service Strategy	MALC07	SS 8.2	1.6	
	Operating Service Strategy	MALC07	SS 8.2	1.7	
	Continual Improvement of Service Strategy	MALC07	SS 8.2	1.8	
	Lesson 2 Assessing Service Management			2.0	
	Strategic Assessment	MALC07	SS 4.1.5.1	2.1	
	Internal Environment	MALC07	SS 4.1.5.2	2.2	
	External Environment	MALC07	SS 4.1.5.3	2.3	
	S.W.O.T Analysis	MALC07	CSI 5.5.9	2.4	
	Gap Analysis	MALC07	CSI 5.2.5	2.5	
	Service Gap Model	MALC07	CSI 5.2.5	2.6	
	ISO/IEC 20000	MALC07	CSI A.6	2.7	
	Six Sigma Methods	MALC07		2.8	
	CobiT	MALC07	CSI A.5	2.9	
	CMMI® & eSCM	MALC07	CSI A.13, Table 5.3	2.10	

Aligning Assets with Outcomes	MALC07	SS 4.1.5.14, 4.2.4.12	2.11
Assessment & Improvement	MALC07	CSI 5.2	2.12
When to Assess	MALC07	CSI 5.2	2.13
What to Assess	MALC07	CSI 5.2	2.14
Advantages & Risks of Assessments	MALC07	CSI 5.2	2.15
Value vs. Maturity	MALC07	CSI Fig 5.2	2.16
Benchmarking	MALC07	CSI 5.3	2.17
Benchmarking Procedures	MALC07	CSI 5.3	2.18
Benchmarking Costs	MALC07	CSI 5.3	2.19
Value of Benchmarking	MALC07	CSI 5.3	2.20
Benchmarking Benefits	MALC07	CSI 5.3	2.21
Who is Involved	MALC07	CSI 5.3	2.22
What to Benchmark?	MALC07	CSI 5.3	2.23
Comparison with Industry Norms	MALC07	CSI 5.3	2.24
Benchmark Approach	MALC07	CSI 5.3	2.25
Lesson 3 Improving Service Management			3.0
CSI Register	MALC07	CSI 3.4	3.1
PDCA & Continual Improvement	MALC07	CSI 4.1.5	3.2
7-Step Improvement Process	MALC07	CSI 4.1.5	3.3
Step 1 - Strategy for Improvement	MALC07	CSI 4.1.5	3.4
Step -2 Define Measurements	MALC07	CSI 4.1.5	3.5
Step 3 - Gather Data	MALC07	CSI 4.1.5	3.6
Step 4 - Process Data	MALC07	CSI 4.1.5	3.7
Step 5 - Analyze Information & Data	MALC07	CSI 4.1.5	3.8
Step - 6 Present & Use Information	MALC07	CSI 4.1.5	3.9
Step 7 - Implement Improvement	MALC07	CSI 4.1.5	3.10
Lesson 4 Key Considerations			4.0
Service Economics	MALC07	SS 3.6	4.1
Return on Investment	MALC07	SS 3.6.1, CSI 5.6	4.2
ROI Focus	MALC07	SS 3.6.1	4.3
Business Case	MALC07	SS 5.6.6	4.4
Business Impact Analysis	MALC07	SS 3.6.2	4.5
Organizational Change	MALC07	SS 6.2	4.6
Service Management System	MALC07	SS 6.2	4.7
Kotter's 8-Steps to Organizational Change	MALC07	CSI 8.4	4.8
Establish Sense of Urgency	MALC07	CSI 8.4	4.9
Form Guiding Coalition	MALC07	CSI 8.4	4.10
Create Vision	MALC07	CSI 8.4	4.11
Communicate the Vision	MALC07	CSI 8.4	4.12
Empower Others to Act on Vision	MALC07	CSI 8.4	4.13
Plan for & Create Short-term Wins	MALC07	CSI 8.4	4.14
Consolidate Improvements & Produce More Change	MALC07	CSI 8.4	4.15
Institutionalize the Change	MALC07	CSI 8.4	4.16

Planning & Implementing Support Technology	MALC07	SO 8.5	4.17
Lesson 5 Implementing Summary			5.0
Implementing & Improvement Summary	n/a	n/a	5.1
Checkpoint Instructions	n/a	n/a	5.2
End of Chapter Quiz			End of Chapter Quiz
End of Chapter Quiz Review			5.3
Chapter 08 Review			5.4
Course Closure			5.5
Sample Exam A			Sample Exam A
Sample Exam B			Sample Exam B
Checkpoint Booklet			Checkpoint Booklet
Case Study			Case Study
Appendix: MaLC Certification Syllabus	n/a	n/a	5.3
Appendix: Service Design Package	n/a	n/a	5.4
Requirements	n/a	n/a	5.5
Service Design	n/a	n/a	5.6
Organizational Readiness Assessment	n/a	n/a	5.7
Service Lifecycle Plan	n/a	n/a	5.8
Appendix: Service Design Inputs & Outputs	n/a	n/a	5.9
CSI Inputs & Outputs	n/a	n/a	5.10
CSI I/O with Service Strategy	n/a	n/a	5.11
CSI I/O with Service Design	n/a	n/a	5.12
CSI I/O with Service Transition	n/a	n/a	5.13
CSI I/O with Service Operation	n/a	n/a	5.14
Service Operation Inputs & Outputs	n/a	n/a	5.15
Service Operation I/O with Service Strategy	n/a	n/a	5.16
Service Operation I/O with Service Design	n/a	n/a	5.17
Service Operation I/O with Service Transition	n/a	n/a	5.18
Service Operation I/O with CSI	n/a	n/a	5.19
Service Transition Inputs & Outputs	n/a	n/a	5.20
Service Transition I/O with Service Strategy	n/a	n/a	5.21
Service Transition I/O with Service Design	n/a	n/a	5.22
Service Transition I/O with Service Operation	n/a	n/a	5.23
Service Transition I/O with CSI	n/a	n/a	5.24
Service Design Inputs & Outputs	n/a	n/a	5.25
Service Design I/O with Service Strategy	n/a	n/a	5.26
Service Design I/O with Service Transition	n/a	n/a	5.27
Service Design I/O with Service Operation	n/a	n/a	5.28
Service Design I/O with Continual Service Improvement	n/a	n/a	5.29
Service Strategy Inputs & Outputs	n/a	n/a	5.30
Service Strategy I/O with Service Design	n/a	n/a	5.31
Service Strategy I/O with Service Transition	n/a	n/a	5.32
Service Strategy I/O with Service Operation	n/a	n/a	5.33

	Service Strategy I/O with CSI	n/a	n/a	5.34	
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Exam Scheduling

Assuming you have scored an 80% or higher on all module exams and sample exams you are now ready to schedule and take your certification exam