



## **ITIL® V3 Expert – Capability Track Course Outline**

### **PDU=168**

#### Objectives

- Learn the concepts of Service Management as a Practice.
- Understand the Service Lifecycle at the core of ITIL v3.
- Be confident in the general concepts, definitions, key principles and models of ITIL v3.
- Understand how the Service Management processes and functions contribute to the Service Lifecycle and be able to explain the objectives, scope, concepts, activities, key metrics (KPIs), roles and challenges for all the ITIL v3 processes.
- Learn how technology enables the Service Lifecycle and other complimentary guidance aligns with ITIL v3.
- Understand implementation considerations.
- Learn the activities, methods, and functions used in each of the Lifecycle processes.
- Understand the application of the processes, activities and functions to achieve operational excellence.
- Learn how to measure performance.
- Understand technology and implementation requirements.
- Understand the challenges, Critical Success Factors and risks involved in implementing and improving Service Management.

#### Audience

IT professionals who could be IT managers or consultants looking to use the breadth of the ITIL framework and developing a proper understanding of the key functions and processes of ITIL v3. Students will have the opportunity to obtain the ITIL v3 Expert Level, based on the ITIL v3 Intermediate Capability stream followed by MALC.

#### Prerequisites

- Basic IT literacy and around 2 years' IT experience are highly desirable.
- ITIL v3 Foundation certification or ITIL v2 Foundation plus ITIL v3 Foundation Bridge certifications.
- Completion of at least 133 hours of personal study by reviewing the course syllabi and the associated areas of the ITIL Service Management practice core guidance, in particular the Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement publications, in preparation for the examinations.
- Before starting the Managing Across the Lifecycle component of the program all Capability Exams should have been successfully completed.

#### Course Description

This intensive, 12-day classroom course (5 days + 5 days + 2 days) + 50 hours of e-learning is designed for practitioners who would like to fast-track their ITIL Expert Certification. This course prepares candidates for passing all the ITIL Capability as well as the Managing Across the Lifecycle Certification Exams. The program enables students to achieve a better understanding of the Service Lifecycle and the processes associated with all the Capability modules [Planning, Protection, and Optimization (PPO), Service Offerings and Agreements (SOA), Operational Support & Analysis (OSA), and Release, Control, and Validation (RCV)]. Candidates can take the exams for these courses at a time convenient to them, preferably between the classroom sessions.

This training course is delivered through a unique blend of self-paced and instructor-supported e-learning and high-intensity, fast-paced classroom delivery. This courseware is designed using an engaging, scenario-based approach to learning the core disciplines of the ITIL best practices.



The program starts with a pre-course conference call that takes place 4-weeks prior to the first (physical or virtual) classroom session. The course instructor and all students participate in this call. Before attending classroom sessions, students are required to complete the e-learning of the respective module. The e-learning modules focus on the knowledge component of the Capability courses.

There are two classroom sessions of 5-days each with one month between the two sessions. The classroom sessions are focused on practical application, analyzing and synthesizing information. The first classroom session covers SOA and PPO; the second one RCV and OSA. After the classroom sessions students complete the e-learning modules with a specific focus on exam preparation. Once students feel ready to take on the exam, they schedule and take the individual exams at a time and date that is convenient to them, but at least before the next classroom session starts.

The Managing Across the Lifecycle section of the course is the last component of the course. This block comprises of e-learning and classroom as well. The classroom session is 2-days; the e-learning modules include 12-hours of e-learning content.

#### Duration

12 days (classroom) + 50 hours of e-learning

#### Agenda

Refer to the individual Capability courses and Managing Across the Life Cycle courses

#### About the Examination:

- Students schedule the exams at a time and date that is convenient to them, but at least before the next classroom session starts. All Capability Exams must be completed prior to attending the MALC component of the course.
- The exams are closed-book exams with eight multiple-choice, scenario-based, gradient-scored questions.
- The exam duration for every exam is 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first have a maximum of 120 minutes and are allowed to use a dictionary).
- Each question will have 4 possible answer options, one that is worth 5 marks, one that is worth 3 marks, one that is worth 1 mark, and one that is a distracter and receives no marks.
- The Pass score is 28/40 or 70%.
- Upon successfully passing the ITIL v3 Capability Intermediate exams, the candidate will be recognized with 4 credits per exam in the ITIL qualification scheme. The four Capability exams will provide a total of 16 credits.
- On successfully passing the ITIL v3 Managing Across the Lifecycle exam, the candidate will be recognized 5 credits in the ITIL qualification scheme.

#### E-learning Course Organization Logistics:

Pentium IV, Internet Explorer 6.x, Cookies enabled, JavaScript enabled, Macromedia Flash Player 8.0 and above, speakers or a headset, minimum 1024 x 768 pixel resolution, broadband Internet connection.