



ITIL® V3 Expert - Life Cycle Track Course Outline

PDU = 153

Objectives

- Present, position and articulate the value of IT in support of the business.
- Understand the Service Lifecycle at the core of ITIL v3.
- Develop and deliver IT strategy aligned to business requirements.
- Manage and control Service Delivery and processes within the phases of the Service Lifecycle.
- Design, lead, manage and support CSI programs.
- Lead Service Management programs, applying ITIL best practice as best suits the organization's business situation and goals.
- Understand the challenges, Critical Success Factors and risks involved in implementing and improving Service Management.
- Learn how technology enables the Service Lifecycle and how other complimentary guidance aligns with ITIL v3.

Audience

This course provides guidance towards the implementation of ITSM in an organization, and the process relationships, roles, and responsibilities. This course is suitable for IT managers, process owners, ITSM implementation teams, consultants, stakeholders and anyone else involved in the ITSM project.

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 Lifecycle Exams should have been successfully completed.

Course Description

This intensive, 10-day classroom course (4 days + 4 days + 2 days) + 50 hours of self-paced e-learning is designed for students who would like to fast-track their ITIL Expert Certification. Through a mix of self-paced study and instructor-led interactive teaching, you can leverage time to your advantage while working toward the highest level of internationally recognized certification available in the ITIL domain.

Participants will learn about the principles and core concepts of the Service Lifecycle approach to IT Service Management at the management-level, according to the ITIL v3 Lifecycle approach. This includes a focus on the management and control elements of the Service Lifecycle and the processes associated with all Lifecycle modules, including Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operation (SO), and Continual Service Improvement (CSI). The Managing Across the Lifecycle capstone course will be started on completing the five Lifecycle courses and exams.

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 in a highly engaging manner.



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 modules. The e-learning modules focus on the knowledge component of the Lifecycle courses.

There are two classroom sessions of 4-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 SS, SD and part of CSI. The second session includes the second part of CSI followed by ST and SO.

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

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

Agenda

Refer to the individual Lifecycle courses and Managing Across the Life Cycle course.

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 Lifecycle Exams must be completed prior to attending the MALC component of the course.
- The exam is a closed-book exam with eight multiple-choice, scenario-based, gradient-scored questions.
- The exam duration is a maximum of 90 minutes for all candidates in their respective language (candidates taking the examination in a language other than their first have a maximum of 120 minutes and are allowed to use a dictionary; only paper-based exams)
- 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 Lifecycle Intermediate exams, the candidate will be recognized with 4 credits per exam in the ITIL qualification scheme. The five Lifecycle exams will provide a total of 15 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.