

# ITpreneurs ITIL Expert Program Capability Track

Join the ITpreneurs ITIL Expert Program to boost your career and connect with a select community of ITIL Expert Certified professionals.

With our experience in Best Practices training, we have designed an accelerated program that takes you to ITIL v3 Expert Certification using innovative learning methods, energized classroom sessions, and an environment of trust and knowledge sharing.

Enroll in this intensive program to achieve the highest level of ITIL Certification, and gain access to a network of high-performing professionals with whom you can share knowledge and experiences, and build long-lasting relationships.

Take one step further in your self-development and have ITpreneurs' ITIL v3 Expert Program open doors for your career.



# ITpreneurs ITIL Expert Program - Capability Track

## ITpreneurs Expert Program - Capability Track (12 days classroom and 50 hours of e-learning)

### ITpreneurs ITIL Expert Program

#### Certificates:

ITIL v3 Expert

ITIL V3 Intermediate  
Capability  
PPO, RCV, OSA, SOA

ITIL Managing Across  
the Lifecycle MALC

#### Duration:

12 days classroom  
50 hours e-learning

#### Course Delivery:

Classroom

Online Learning

#### Languages:

English

#### Credits:

21

16 Capability

5 MALC

### 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 is delivered by an ITpreneurs' Certified Instructor, and 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. ITpreneurs courseware is designed using an engaging, scenario-based approach to learning the core disciplines of the ITIL best practices.

Certification Exams	Block A		Block B		Block C	
	EXAM SOA	EXAM PPO	EXAM RCV	EXAM OSA	EXAM MALC	
Post-study self-paced e-learning	Post-study SOA	Post-study PPO	Post-study RCV	Post-study OSA	Post-study MALC	
Interactive Classroom sessions	Classroom SOA	Classroom PPO	Classroom RCV	Classroom OSA	Classroom MALC	
Pre-study self-paced e-learning	Kick off call	E-learning SOA	E-learning PPO	E-learning RCV	E-learning OSA	E-learning MALC
Virtual Instructor Support						
	1 hour	6 hours Pre-study 20 hours Classroom 4 hours Post-study	6 hours Pre-study 20 hours Classroom 4 hours Post-study	6 hours Pre-study 20 hours Classroom 4 hours Post-study	6 hours Pre-study 20 hours Classroom 4 hours Post-study	6 hours Pre-study 18 hours Classroom 6 hours Post-study

### Audience for the Capability Track:

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.

### Capability Track Learning Objectives:

At the end of this course, the student will gain competencies to:

- 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 how 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.

### Program Benefits:

- **Accelerated Path to Certification:** A definite path to certification that presents the ITIL Expert Certificate after

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completing a 12-day classroom program and 50 hours of self-paced e-learning (more than 50% reduction in classroom time). ITpreneurs' Exam Pass Guarantee takes away the risk, as ITpreneurs pays for 2 exam retakes, if required.

- **Innovation in Design:** Innovative use of e-learning for the theoretical components of the course allows students to study in their own time, at their own pace. Apart from e-learning, students receive an e-reader or electronic document with the Reference Materials for the course, avoiding the printing of thousands of pages of paper.
- **Intense Group Experience:** Spending 12 intensive days in a classroom with a select group of peers results in vast knowledge and experience sharing, and forms the basis for long-lasting relationships.
- **Access to an Expert Community:** After completing the program, students gain access to a select community of ITIL Experts, allowing them to join a continuous learning program.

## What is required before students can join this program:

- 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.

## The structure of the program and expectations (based on the 12-week 'classic' delivery option):

- 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 (Bloom level 1, 2).
- The instructor monitors progress of students during this time, using ITpreneurs' online campus. The instructor is also available for questions via email or telephone.
- 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 (Bloom level 3,4,5). 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.

## Other delivery options:

- **The Classic:** This is the default option for the Expert Track. In this delivery option you will meet your fellow students 3-times over a period of 12 weeks (5 days, 5 days and 2-days) and complete the e-learning between these sessions.
- **The Classic Virtual:** Same as the default option, but all classroom sessions take place in a Virtual Classroom.
- **The Boot Camp:** This option requires you to complete all four e-learning Capability modules prior to coming to the classroom. In 10 classroom days all Capability courses are completed. A few weeks later there is another session of 2-days for MALC.
- **The Weekend Warrior:** E-learning modules are completed during the weekends. Students come to class one-day a week for 12 weeks where the classroom material is covered.

## About the Examinations:

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- 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%.

#### Credits:

- 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.

#### Course Organizational Logistics:

- Maximum of 12 students, with 1 instructor
- Classroom with U-shaped seating arrangement
- Two break-out rooms where available - whiteboard, flipchart, and projector
- The student is expected to provide previous ITIL certificate numbers prior to the start of the course

