ITpreneurs ITIL Expert Program
Lifecycle 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.

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ITpreneurs Expert Program – Lifecycle Track (10 days classroom and 50 hours of e-learning)

ITpreneurs Expert Program Lifecycle track

Certificates:

ITIL v3 Expert

ITIL V3 Intermediate Lifecycle SS, SD, ST, SO, CSI

ITIL V3 Managing Across the Lifecycle MALC

Duration:
10 days classroom
50 hours e-learning
Course Delivery:
Classroom
Online Learning
Languages:
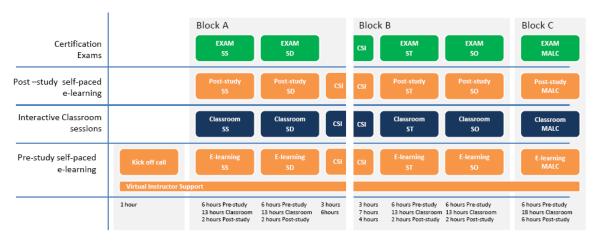English
Credits:
20
15 Lifecycle
5 MALC

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. ITpreneurs' courseware is designed using an engaging, scenario-based approach to learning the core disciplines of the ITIL best practices in a highly engaging manner.

Audience for the Lifecycle Track:
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.

Lifecycle Track Learning Objectives:
At the end of this course, the student will gain competencies to:

- 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.

Contact information
+ 1 (800) 214 6371 (USA)
+ 31 (10) 71 10260 (INT)
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Program Benefits:

- **Accelerated Path to Certification**: A definite path to certification that presents the ITIL Expert Certificate after completing a 10-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 Interaction:** Spending 10 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 a Select 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 Lifecycle 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 modules. The e-learning modules focus on the knowledge component of the Lifecycle 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 4-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 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.

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 (4 days, 4 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 five e-learning Lifecycle modules prior to coming to the classroom. In 8 classroom days all Lifecycle 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.

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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%.

Credits:

- On successfully passing the ITIL v3 Intermediate exams, the candidate will be recognized with 3 credits per exam in the ITIL qualification scheme per Lifecycle module. 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.

Course Organizational Logistics:

- Maximum of 12 students, with 1 instructor
- Classroom with U-shaped seating arrangement
- 2 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

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