

Course Fact Sheet

ITIL V3 Expert Program – Capability Track

21 Credits to ITIL V3 Expert (16 Capability + 5 MALC) – 12 days classroom + 50 hours e-learning

Impetus Consulting introduces an accelerated program that takes you to ITIL V3 expert Certification using innovative learning methods and energized classroom sessions.

This intensive program allows practitioners to fast-track in achieving the highest level of ITIL Certification, ITIL V3 Expert, via the Capability track. Four modules are covered; Planning, Protection & Optimization (PPO); Service Offerings and Agreements (SOA); Release, Control & Validation (RCV); Operational Support & Analysis (OSA); and concluded with Managing Across the Lifecycle (MALC) module.

The combination of 30 hours instructor-supported e-learning and classroom course allows students to manage study time whilst reducing the number of classroom days to only 12 days. Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken after the course at a convenient time after the course to allow additional study time.

Course runs 9:00 – 18:00 each day. Exams will be scheduled on demand.

Program Benefits

Accelerated path to Certification: The normal path to ITIL V3 requires many courses to be completed in 20 or 25 days. This fast-track expert program is a definite path to Certification that presents you the ITIL Expert Certificate after completing a 12-day classroom program and 50 hours of self paced e-learning (reduction of > 50% classroom time). Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of e-learning for the theoretical components of the course allows you to study in your own time at your own pace.

Intense group interaction: 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 a select community: After completion of the program you gain access a select community of ITIL Experts, allowing you to join a continuous learning program

Learning Objectives

At the end of this course, the learner 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 (KPI's), roles and challenges for all of the ITIL V3 processes
- Learn how technology enables the Service Lifecycle and how other complimentary guidance align with ITIL V3
- Understand implementation considerations, technology and implementation requirements
- The activities, methods and functions used in each of the Lifecycle processes
- The application of the processes, activities and functions to achieve operational excellence
- How to measure performance
- The challenges, critical success factors and risks involved in implementing and improving service management

Prerequisites

ITIL V3 Foundation certification or ITIL v2 Foundation plus ITIL V3 Foundation Bridge certifications

Students must complete the associated self-paced study course sections prior to attending the Capability classroom portion of these classes (24 hours) – completion will be verified via ITpreneurs LMS systems.

Students must complete the associated self-paced study course sections prior to attending the Managing Across the Lifecycle classroom portion of these classes (6 hours) – completion will be verified via ITpreneurs LMS systems.

There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable.

Students should also complete a personal study for the complete set of courses 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.

Audience

This program will be of particular interest to:

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.

Professionals who would like to widen and deepen their knowledge, particularly those who are involved in executing and improving existing ITIL processes in an organization. For example: Process Manager, Process Consultant, IT Practitioners and Operational Staff

Examination Information

The exam is a closed book exam with eight (8) multiple-choice, scenario-based, gradient scored questions. Pass score is 28/40 or 70%

Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language 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 of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Timetable

Stage 1 Self-Paced E-Learning	PPO 6 hours	SOA 6 hours	RCV 6 hours	OSA 6 hours	MALC 6 hours
Stage 2 Interactive Classroom Sessions	PPO 2.5 days (20 hours)	SOA 2.5 days (20 hours)	RCV 2.5 days (20 hours)	OSA 2.5 days (20 hours)	MALC 2 days (18 hours)
Stage 3 Post-Study	PPO (4 hours)	SOA (4 hours)	RCV (4 hours)	OSA (4 hours)	MALC (4 hours)
Stage 4 Certification Exams	PPO	SOA	RCV	OSA	MALC

Stage 1 – Self-Paced E-Learning

30 hours of self paced e-learning study, Modules PPO, OSA, RCV, OSA, and MALC. E-learning provides an intuitive and learner centric method to learn the key concepts and theory of ITIL V3. The Virtual Instructor is available for support via e-mail and scheduled telephone calls.

Stage 2 – Interactive Classroom Sessions

The students and the instructor will meet for a 12 days intensive training session. The emphasis will be on the practical application of the material through exercises, quizzes, assignment and group discussions.

- Intensive classroom training workshop where the Modules are covered.
- Exam preparation training is included in the classroom workshop

Stage 3 – Post-study

Additional e-learning material will guide students through the most important concepts of the modules. Students can take the time to review all the course materials and then organize the exams when they are ready

Stage 4 – Certification Exams

Students can take the exams at a time and location convenient to them; these can be organized by the students themselves.

About Impetus Consulting

Impetus Consulting is an IT Consultancy based in Dubai Internet City offering services and training throughout the region including UAE, KSA, Kuwait, Oman, Qatar, Bahrain, Jordan, Pakistan and Turkey.

We specialize in providing high quality consultancy, implementation and training services in the areas of IT Management including Enterprise Systems Management, IT Service Management, IT Governance and Project Management through strategic partnerships with the industry leaders in individual areas of our activity.

Our consultants and trainers are chosen from professionals with many years of international experience and are trained and officially certified in their specific areas.

What Next?

If you have any enquiries or would like to book your course, please contact our sales consultant who will be happy to assist you. You can reach us by phone on +971 (0)4 391 3263 and email at info@impetus.ae.

You can also find our course dates and register on our website <http://www.impetus.ae>. One of our team members will contact you to discuss your requirements following the registration.

We look forward to welcoming you in our class!