

ITIL V3 EXPERT FAST TRACK TRAINING

A complete program leading to ITIL Expert Certification



The ITIL Expert Program is the ultimate and most unique, accredited program for aspiring IT professionals, that gets you to ITIL Expert in one-go.

It is a state-of-the-art ITIL training program designed using innovative instructional design methods and technology with the objective to hand you full control over your time and investment. Through a mix of self-paced study and instructor-led interactive teaching, students can leverage time to their advantage while working toward the highest level of internationally recognized certification available in the ITIL domain. We have designed a program using four ingredients to help you get more out of your investment in IT education.

Why invest in the ITIL Expert Program instead of single intermediate courses?

Most time-effective

Individual courses require 25 (Capability) or 20 (Lifecycle) days away from the office
The ITIL Expert program achieves the same in 12 or 10 days

Only program that runs frequently

Runs so frequently that there always are classes available to attend
Exam Pass Guarantee means success is guaranteed.

Most flexible approach to learning

With various delivery options, the Expert program guarantees flexibility

Most cost-effective program

Utilizing e-learning and Virtual Classroom saves hotel nights, airplane fees, and much less time away from the office

Which course is most suitable for me?



There are two tracks that lead to ITIL Expert certification, one based on the Lifecycle courses and the other based on the Capability courses. Both tracks conclude with the 'Managing Across the Lifecycle' module.

Lifecycle audience

Capability audience

The Lifecycle Track is for those who provide guidance towards the implementation of ITSM in an organization such as the IT Manager, Process Owner, ITSM Implementer and ITIL Consultant.

The Capability Track is for those who are involved in executing and improving existing ITIL processes in an organization such as the Process Manager, Operational Staff, Process Consultant and IT Practitioner.

This course enables students to achieve a better understanding of the management and control elements of the Service Lifecycle and processes associated with all Lifecycle modules: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operation (SO) and Continual Service Improvement (CSI).

After completing the Lifecycle courses, students will participate in the MALC course

This course 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, & Validation (RCV).

After completing the Capability courses, students will participate in the MALC course

Lifecycle Track

This intensive, 10-day (virtual) classroom course + 50 hours of self paced e-learning is designed for students who desire an accelerated path through the Lifecycle route of the ITIL v3 qualification scheme in order to achieve their ITIL Expert Certification.

This course, delivered by an ITpreneurs Certified Instructor, enables students to achieve a better understanding of the management and control elements of the Service Lifecycle and processes associated with all Lifecycle modules, including Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operation (SO) and Continual Service Improvement (CSI). After completion of the Lifecycle Modules, students participate in the Managing Across the Lifecycle component of the course.

Who is this course designed for?

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.

What will you receive by participating in this course?

- 10 days of classroom or virtual classroom training delivered by an ITpreneurs Certified Instructor
- Access for 2-years, to 50 hours of high quality e-learning training content for the Lifecycle Modules and Managing Across the Lifecycle
- Access to a coach who will support you virtually during the entire program
- Student reference material on an e-reader or as a digital copy for your computer
- Workbook that is to be used for assignments
- Access to an exclusive ITpreneurs Experts community
- Exam Pass Guarantee, we will pay for your exam retakes in case you fail the exam

Capability Track

This intensive, 12-day classroom course + 50 hours of self paced e-learning is designed for students who desire an accelerated path through the Capability Route of the ITIL v3 qualification scheme to achieve their ITIL Expert certification.

This course, delivered by an ITpreneurs Certified Instructor, 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, & Validation (RCV)]. Candidates can take the exams for these courses at a time convenient to them between the classroom sessions or after the course.

Who is this course designed for?

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.

What will you receive by participating in this course?

- 12 days of classroom or virtual classroom training delivered by an ITpreneurs Certified Instructor
- Access for 2-years, to 50 hours of high quality e-learning training content for the Capability Modules and Managing Across the Lifecycle
- Access to a coach who will support you virtually during the entire program
- Student reference material on an e-reader or as a digital copy for your computer
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About TechnoLava

TechnoLava LLC is focused on IT Service Management and Cloud Computing Solutions. We provide ITIL and Cloud best practice consulting, training, assessment and implementation services. Our ITSM Maturity and ISO20000 Assessment services will develop a roadmap to ensure process improvement across the organization. TechnoLava provides Full Lifecycle Development, to include Requirements Analysis, Process and Workflow development, Training and Design and Implementation of the solution. TechnoLava enables immediate benefits to Cloud and IT Service Management solutions by delivering predictability, security, availability and reliability to your operational environment.

Lifecycle Expert	Session Clusters	Scheduled Dates	Price
Lifecycle Track ITIL V3 EXPERT PROGRAM PROGRAM: Kickoff Call + eLearning + 3 Workshops	KICK OFF CALL - one hour To set expectations and get ready to start the program	July 1 September 2 November 4	\$9800 includes 6 full courses with exams, eLearning, workshop materials, Sony eReader --- about \$1600 per course to reach EXPERT level in 3 months! *iPad is an additional \$300
Lifecycle Track Program Facts 10 days Virtual Classroom + 50 hours e-learning spread throughout the program--- Complete your Expert Certification in 3 months or you can take longer depending on your schedule.	WORKSHOP SESSION I - 5 days Service Strategy, Service Design, Continual Service Improvement	July 18-22 September 19-23 November 28-December 2	
	WORKSHOP SESSION II - 3 days Service Transition & Service Operations	August 15-17 October 17-19 December 12-14	
	WORKSHOP SESSION III - 2 days CAPSTONE: Managing Across the Lifecycle ---Note all exams must be completed and passed before you can take MALC.	July 6-7 September 8-9 November 3-4 December 28-29	
Capability Expert	Session Clusters	DATES: Choose one from each Workshop session	Price
Capability Track ITIL V3 EXPERT PROGRAM PROGRAM: Kickoff Call + eLearning + 3 Workshops	KICK OFF CALL - one hour To set expectations and get ready to start the program	August 5 October 3	\$9800 includes 5 full courses with exams, eLearning, workshop materials, Sony eReader --- about \$1900 per course to reach EXPERT level in 3 months! *iPad is an additional \$300
Capability Track Program Facts 12 days Classroom + 52 hours e-learning spread throughout the program--Complete your Expert Certification in 3 months or you can take longer depending on your schedule.	WORKSHOP SESSION I - 5 days Service Offerings & Agreements, Planning Protection & Optimization	August 29-September 2 October 24-28	
	WORKSHOP SESSION II - 5 days Release Control & Validation Operational Support & Analysis	September 26-30 November 14-18	
	WORKSHOP SESSION III - 2 days CAPSTONE: Managing Across the Lifecycle ---Note all exams must be completed and passed before you can take MALC.	July 6-7 September 8-9 November 3-4 December 28-29	