ITIL® Expert e-Learning Suite - What's Included?

Accredited by PeopleCert
Total credits available: 38
250+ hours of course material
Practice exams
24/7 tutor support
Instant 12 months access

$1699.00 (excl tax)

Exam Vouchers Purchased Separately

Become a certified ITIL Expert with this fully accredited online training suite of courses from Good e-Learning!

All 11 courses included within this package are accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for an ITIL Expert qualification in IT Service Management.

WHY YOU SHOULD TAKE THIS COURSE:

This ITIL Expert Certification Suite contains all the required learning materials for students wishing to progress from ITIL Foundation, through to Intermediate and ultimately become an ITIL Expert.
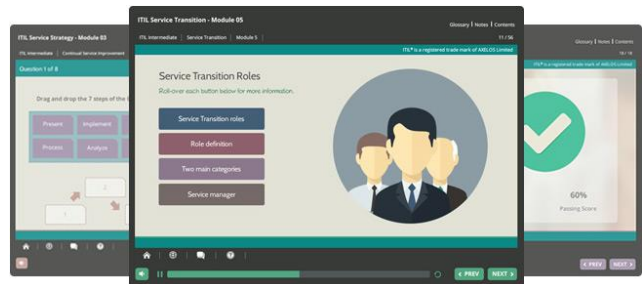
Unlike other ITIL packages on the market, this Expert Suite gives you full access to every one of our 11 ITIL courses so you can trial, explore, and make certain that you choose the right ITIL qualification path for you.

With this course, you'll receive 12 months access from the date of purchase to all 11 of our accredited ITIL courses including Foundation and Intermediate levels! That's over 250 hours of potential course material including practice exams, quizzes, case studies and downloadable resources. You'll also get 24/7 access to an ITIL tutor!

Our ITIL Expert Certification Suite provides students with the most flexible, low cost, high quality option to progress from Foundation level, through to Intermediate, and MALC to become a qualified ITIL Expert.

By purchasing this package, you will receive instant and full access to over 250 hours of accredited course material which includes interactive resources, practice exams, revision guides, videos and much more!

Each student will also have 24/7 access to an ITIL tutor for additional help and advice.

WHAT'S INCLUDED IN THIS ITIL EXPERT SUITE?

ITIL Suite students will receive FULL and instant access to all of our 11 accredited ITIL courses including Foundation level, all Intermediate levels, and MALC.

All courses included in this ITIL Expert Suite have been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for IT Service Management.

1) ITIL Foundation is an important, entry-level qualification for students who want to become knowledgeable about the core elements of the ITIL Framework. This course is worth 2 credits and is a pre-requisite for sitting an ITIL Intermediate exam.

2) ITIL Service Strategy (SS) is an intermediate level qualification and is one of five ITIL Service Lifecycle modules covering management and the control of activities and techniques documented in the ITIL Service Strategy publication. This course is worth 3 credits towards an ITIL expert qualification.

3) ITIL Service Design (SD) focuses on the design of IT services and covers the architectures, processes, policies and documentation that will enable you to design services that meet the needs of the organization or program. This course is worth 3 credits and is a per-requisite for sitting an ITIL Intermediate exam.

4) ITIL Service Transition (ST) is intended for management and supervisory level staff. You may be involved in Service Transition yourself, or you may just wish to understand the processes and principles involved, as they affect the work that you do. This course is worth 3 credits and is a per-requisite for sitting an ITIL Intermediate exam.

5) ITIL Service Operation (SO) covers the management-level concepts and core information of the supporting activities within Service Operation, but not specific details about each of the supporting processes. This course is worth 3 credits and is a per-requisite for sitting an ITIL Intermediate exam.

6) ITIL Continual Service Improvement (CSI) is responsible for continually aligning and realigning IT services to changing business needs by identifying and implementing improvements to IT services that support business processes. This course is worth 3 credits and is a per-requisite for sitting an ITIL Intermediate exam.

7) ITIL Operational Support and Analysis (OSA) focuses on the practical application of OSA practices in order to enable event, incident, problem, access, technical, IT Operations and application management, request fulfillment and Service Desk operations. This course is worth 4 credits and is a per-requisite for sitting an ITIL Intermediate exam.

8) ITIL Planning, Protection & Operation (PPO) is a collection of relevant practices from the core ITIL guidance that are related to service optimization, security and the related planning in support of this. This course is worth 4 credits and is a per-requisite for sitting an ITIL Intermediate exam.

9) ITIL Release, Control & Validation (RCV) encompasses the process activities necessary to bring new or changed services into operational use. This course will provide you with a good understanding of how to apply RCV practices in support of the service management life-cycle. This course is worth 4 credits and is a per-requisite for sitting an ITIL Intermediate exam.

10) ITIL Service Offerings & Agreements (SOA) is a collection of relevant practices from the core guidance that are related to the creation and management of service offerings and the agreements required to support them. This course is worth 4 credits and is a per-requisite for sitting an ITIL Intermediate exam.

11) ITIL Managing Across the Lifecycle (MALC) focuses on providing candidates with the skills to support an organizations service delivery by bridging the service lifecycle stages. This course is worth 5 credits and is a per-requisite for sitting an ITIL Intermediate exam.

ABOUT TECHNOLAVA

TechnoLava is focused on the Development, Implementation and Continual Service Improvement of IT Service Management Solutions and Services. We provide ITSM Best Practice consulting and implementation services and Best-of-Breed tools for IT Asset Management, Configuration Management (CMDB), Change Management and other Service Management best practice processes. TechnoLava provides Full Lifecycle Development, to include Requirements Analysis, Process and Workflow development and design and implementation of the solution. Focusing on your strategic business goals, TechnoLava's experienced ITIL and ServiceNow certified team can help you define your operational needs and successfully design and deploy secure, reliable solutions based on Best-of-Breed technologies such as ServiceNow, Nuvolo, Mobile Reach and others. TechnoLava has ServiceNow certified and highly experienced engineers for your implementation and customization requirements. For more detailed information about our capabilities, please visit www.TechnoLava.com

Please also contact TechnoLava to discuss any of your ITIL Onsite Classroom, Virtual Classroom or eLearning needs for your organization.