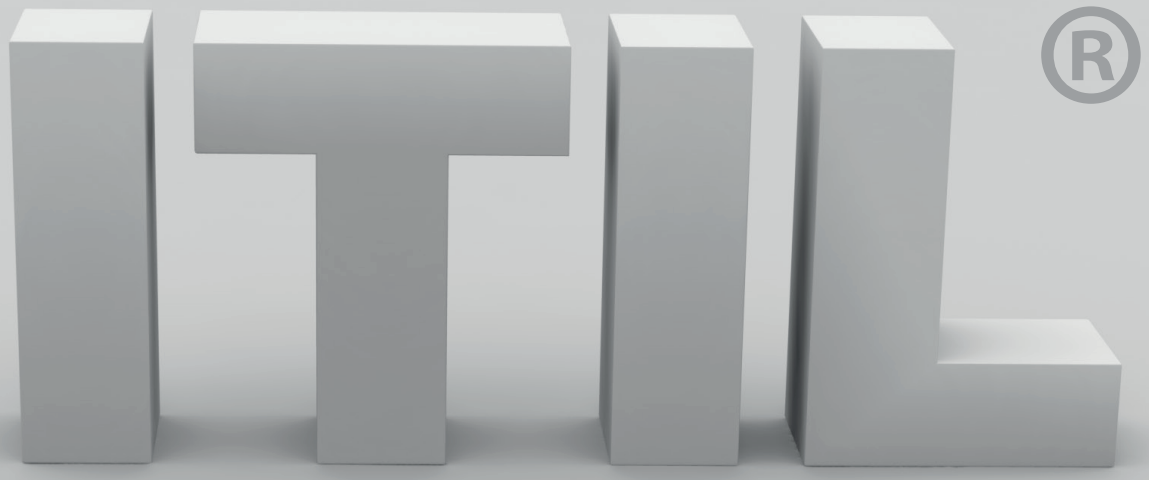


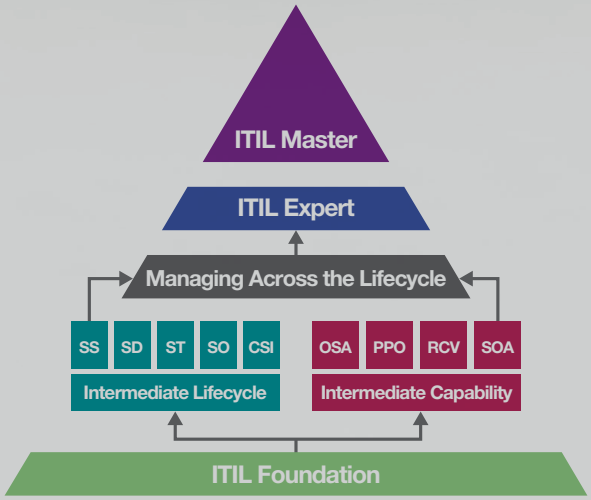


# Accredited ITIL® eLearning courses

ITIL® TRAINING ORGANIZATION
ACCREDITED BY APMG International

PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

# Contents


Introducing ITIL® . . . . . 3

Available now! . . . . . 4

ITIL® 2011 Foundation eLearning . . . . . 5

ITIL® Intermediate level . . . . . 7

ITIL® 2011 Intermediate:
Service Strategy Premium eLearning . . . . . 8

ITIL® 2011 Intermediate:
Service Design Premium eLearning . . . . . 10

ITIL®2011 Intermediate:
Service Transition Premium eLearning . . . . . 12

ITIL®2011 Intermediate:
Service Operation Premium eLearning . . . . . 14

ITIL®2011 Intermediate:
Continual Service Improvement Premium eLearning . . . . 16

ITIL®2011 Intermediate:
Operational Support and Analysis Premium eLearning . . . . 18

ITIL®2011 Intermediate:
Planning, Protection and Optimization Premium eLearning . . . 20

ITIL®2011 Intermediate:
Release, Control and Validation Premium eLearning . . . . 22

ITIL®2011 Intermediate:
Service Offerings and Agreements Premium eLearning. . . . 24

ITIL®2011 Managing Across the LifeCycle Premium eLearning . . 26

ITIL® EXPERT Level . . . . . 28

ITIL® MASTER Level . . . . . 29




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# Introducing ITIL®

ITIL® is a trusted and well-established framework based on global best practice in IT service management, used by most of the world's leading enterprises and forward-thinking public sector organizations.

ITIL® enables you to utilize leading edge IT capabilities to provide world class services and maximize value. Employing IT service management best practices described in ITIL®, organizations have been proven to increase productivity, optimize costs and improve customer experience.

## The key benefits of ITIL®

Adopting and adapting ITIL® according to each organization's specific requirements enables service providers, regardless of type, size or location, to:

- Support business outcomes;
- Enable business change;
- Optimize customer experience;
- Manage risk in line with business needs;
- Show value for money;
- Continually improve;

For the service management professional, there are many benefits of taking the ITIL® journey, attending training and taking exams. For example, you can:

- Learn how to apply ITIL® tools, techniques and concepts to improve your efficiency and effectiveness;
- Identify and focus on the highest value activities to help the organization;
- Improve communication by encouraging the use of common terminology;
- Gain confidence for your plans from best practice, and help to make the change happen.

# Available now!

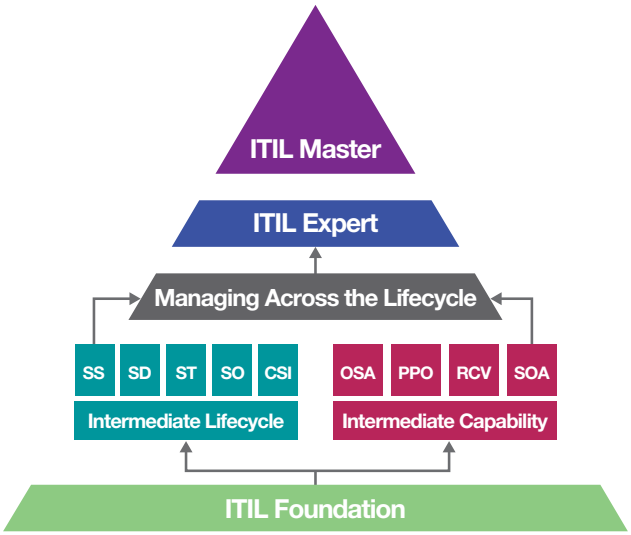
With our accredited ITIL® eLearning courses you can build your own pathway to become an ITIL® Expert.

ITIL® 2011 Foundation with Case Study

ITIL® Intermediate Premium eLearning Capability courses:

- Service Offerings and Agreements;
- Planning, Protection and Optimization;
- Release, Control and Validation;
- Operational, Support and Analysis.
- ITIL® Intermediate Premium eLearning Lifecycle courses:
- Service Strategy;
- Service Design;
- Service Transition;
- Service Operation;
- Continual Service Improvement.

ITIL® Expert Pathway Premium eLearning - including Managing Across The Lifecycle.




## The benefits of ITIL® eLearning

- Manage your time commitments and fit the learning into your schedule, avoiding loss of valuable, hours;
- eLearning gives students the opportunity to take courses at greatly reduced prices compared to traditional class rooms;
- Learners can focus on the content they need most, saving valuable time;
- Distance is no issue as you can learn all over the world and in all time zones with eLearning. Learn any place any time;
- Cancellations cause disappointment with students; eLearning is always guaranteed to run!;
- eLearning provides a solution that gives students flexibility, is economical and convenient.

## What's included

- UNLIMITED access to the 300+ page PDF textbook;
- 90 Days access to the online ITIL® Certification courses;
- End of module review questions;
- Exam tips;
- Sample exam with answers;
- Real-world scenarios that describe what was learned in the context of service solutions;
- These include thought-provoking questions to challenge your thinking and understanding;
- Section reviews for each chapter to help you zero in on what is needed and practice exam questions;
- Ability to assess what was learned with challenging ITIL® exam style questions;
- Adobe Flash presentations that can be viewed and replayed as many times as necessary facilitated by certified ITIL® trainers who explain each of the topics and concepts of ITIL®;
- Accredited courseware materials developed on the specific syllabus and exam criteria – so that you can be confident in achieving exam success on your first attempt.



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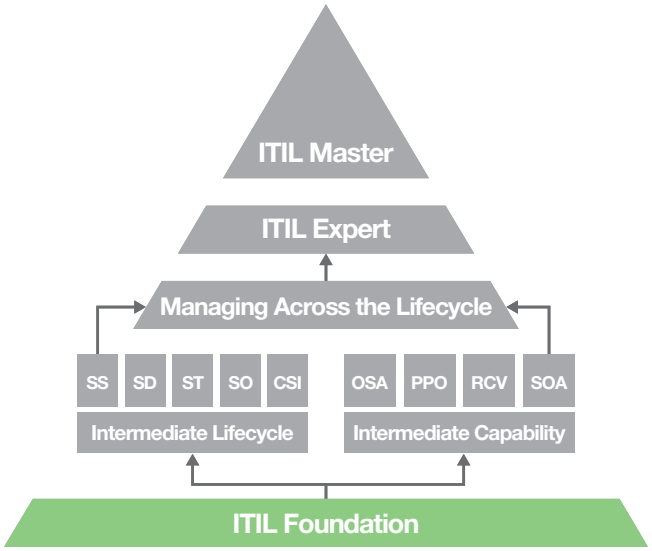
# ITIL® 2011 Foundation eLearning




The ITIL®2011 Foundation eLearning is the most complete training for anyone involved in IT Service Management and who are aiming to take the ITIL®2011 Foundation exam Whether you're a first-time ITIL® learner or a seasoned IT professional.

As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ITIL®2011 Foundation exam is the most popular entry-level certification, particularly for individuals switching from another career to IT. This eLearning prepares you for the exam by offering valuable information on the ITIL® framework, ITIL® certification and IT Service Management as a practice.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Identify the principles and concepts of IT Service Management based on ITIL®;
- Identify the best practices of implementing ITIL® in an organization;
- Define the terminology used in ITIL®;
- Identify the concepts and definitions used in the Service Lifecycle;
- Define Service Strategy concepts;
- Define Service Design concepts;
- Define Service Operations concepts;
- Define Service Transition concepts;
- Define Continual Service Improvement concepts;
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL®.

## Course Approach:

The eLearning combines video and presentations supported by an accredited trainer audio. There is also an Exam Guide & Tips and mock examinations available to help you prepare for the multiple-choice ITIL®2011 Foundation examination.

## Prerequisites:

There are no pre-requisites for the Foundation training but a basic IT literacy and knowledge of IT service.

## Duration:

The recommended minimum contact hours is 18.

## Course Delivery:

eLearning.

## Languages:

English.

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## Certification:

This course prepares the participant for the official ITIL®2011 Foundation Exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 40
- Pass Score: 26 (65%)
- Exam duration: 60 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 2 credits in the ITIL® qualification scheme.

## Target Audience:

- Individuals who require a basic understanding of the ITIL® framework;
- Individuals who need understanding of how ITIL® can be used to enhance the quality of IT service management within an organization;
- IT professionals or others working within an organization that has adopted the ITIL® framework and who need to be informed about, or contribute to an ongoing service improvement program;
- A typical role includes (but is not restricted to): IT Management, IT Consultants, Help Desk Officers, Business managers, Service Desk and IT Support Staff.

## Reference Materials:

Additional reference materials are not required for this course.



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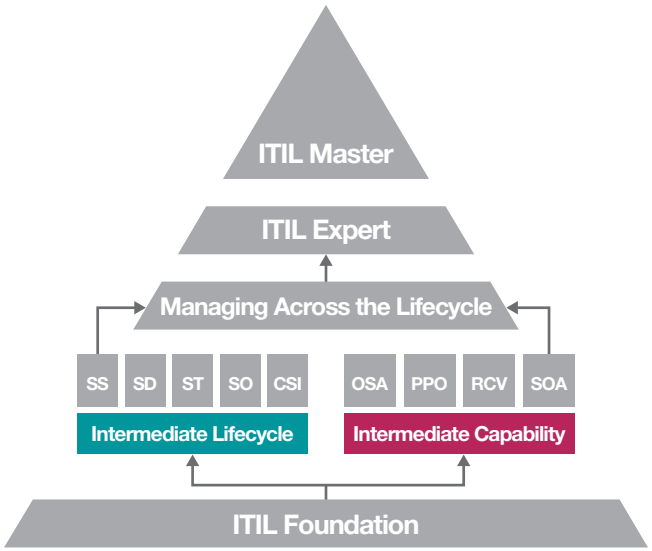
# ITIL® Intermediate level




ITIL® Intermediate level has a modular structure with each module holding a different focus. Candidates can take as few or as many Intermediate qualifications as they require, and to suit their needs. The Intermediate modules go into more detail than the Foundation level, and is an industry-recognized qualification.

## Service Lifecycle

If you are seeking a management/team leader role in your company that requires a broad management focus of ITIL® practice areas and work across teams or manage multiple capability areas, the Service Lifecycle modules will be of interest to you:

- Service Strategy;
- Service Design;
- Service Transition;
- Service Operation;
- Continual Service Improvement.

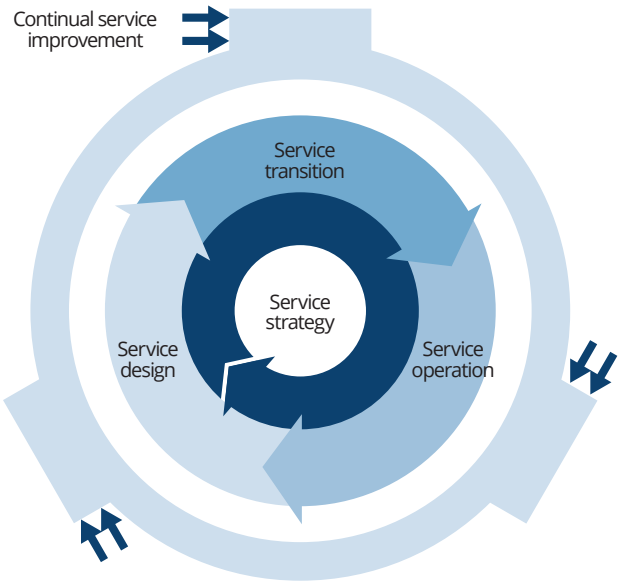
## Service Capability

If you are looking to gain intense, specialized, process-level knowledge in one or more process, with focus on the day-to-day execution of ITIL® practices, the Service Capability modules will be of interest to you:

- Operational Support and Analysis;
- Planning, Protection and Optimization;
- Release, Control and Validation;
- Service Offerings and Agreements.

Some individuals may wish to concentrate on one stream of modules, however candidates may also choose to select modules from both Service Lifecycle and Service Capability streams to gain a holistic view of an entire stage from both a high level management level and the detailed, technical perspective.

To be eligible for any of the Intermediate exams candidates need to have their ITIL®v3 or ITIL®2011 Foundation certificate.

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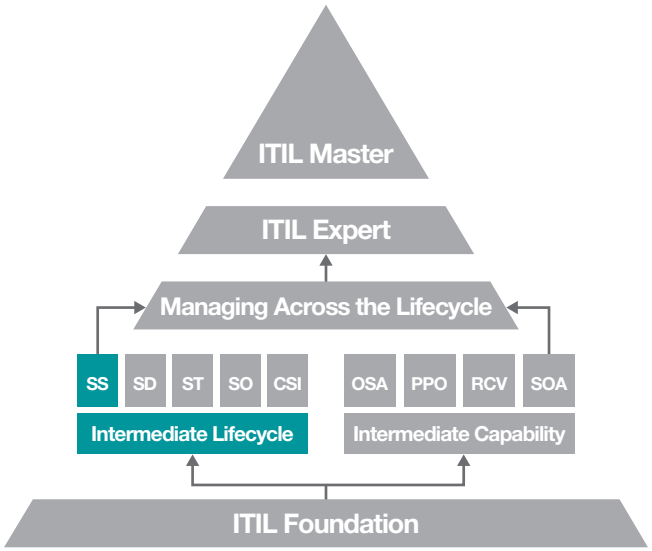
# ITIL® 2011 Intermediate: Service Strategy Premium eLearning




This Online Learning course immerses learners in the overall concepts, processes, policies and methods associated with the Service Strategy phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Strategy stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL® best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Strategy principles, purpose and objective;
- Understanding how all Service Strategy processes interact with other Service Lifecycle processes;
- The activities, methods and functions used in each of the Service Strategy processes;
- The roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence;
- How to measure Service Strategy performance;
- Understanding technology and implementation requirements in support of Service Strategy;
- The challenges, critical success factors and risks related with Service Strategy.

## Course Approach:

The program combines short presentations supported by accredited trainer audio. There are exercises to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice examination.

## Prerequisites:

The ITIL®v3 or ITIL®2011 Foundation certificate.

## Duration:

The recommended minimum contact hours is 21.

## Course Delivery:

eLearning.



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## Languages:

English.

## Certification:

This course prepares the participant for the official ITIL®2011 Intermediate Service Strategy exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 8
- Pass Score: 28/40 (70%)
- Exam duration: 90 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 3 credits in the ITIL® qualification scheme.

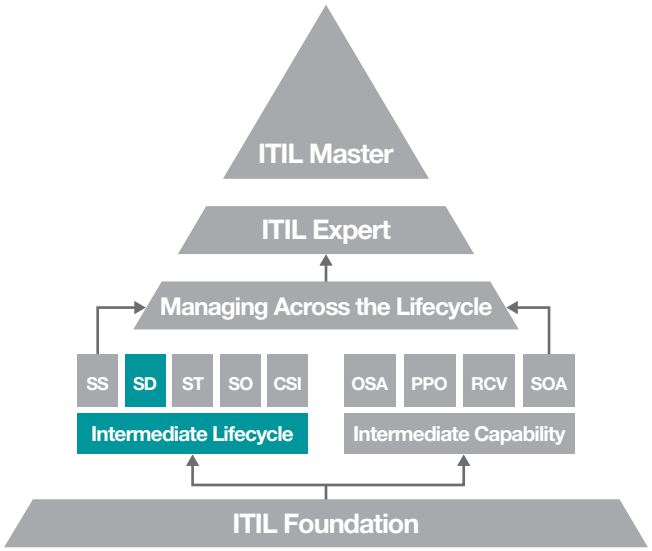
## Target Audience:

- Individuals who want to purse the intermediate and advanced level ITIL® certifications;
- Individuals who require a deeper understanding of the Service Strategy stages of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization;
- IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking an understanding of the concepts, processes, functions and activities involved in Service Strategy;
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules;
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite.

## Reference Materials:

It is highly recommended that you read the AXELOS Service Strategy book prior to commencement of this program.

# ITIL® 2011 Intermediate: Service Design Premium eLearning




This intensive interactive course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with Service Design. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL® best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Collection, analyzing and engineering requirements;
- Evaluating Service Design models;
- Identifying solution alternatives reusing existing components;
- Designing the appropriate solution;
- Developing service acceptance criteria;
- Evaluating total costs and agree expenditures;
- Ensuring inclusion of governance and security controls;
- Completing IT readiness assessment;
- Aligning supplier and supporting agreements;
- Assembling the Service Design Package (SDP);
- Producing, maintaining and revising all services, design processes and documents;
- Liaison with other design and planning activities;
- Aligning with corporate and IT strategies.

## Course Approach:

The program combines short presentations supported by accredited trainer audio. There are exercises to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice examination.

## Prerequisites:

The ITIL®v3 or ITIL®2011 Foundation certificate.



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## Duration:

The recommended minimum contact hours is 21.

## Course Delivery:

eLearning.

## Languages:

English.

## Certification:

This course prepares the participant for the official ITIL®2011 Intermediate Service Design exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 8
- Pass Score: 28/40 (70%)
- Exam duration: 90 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 3 credits in the ITIL® qualification scheme.

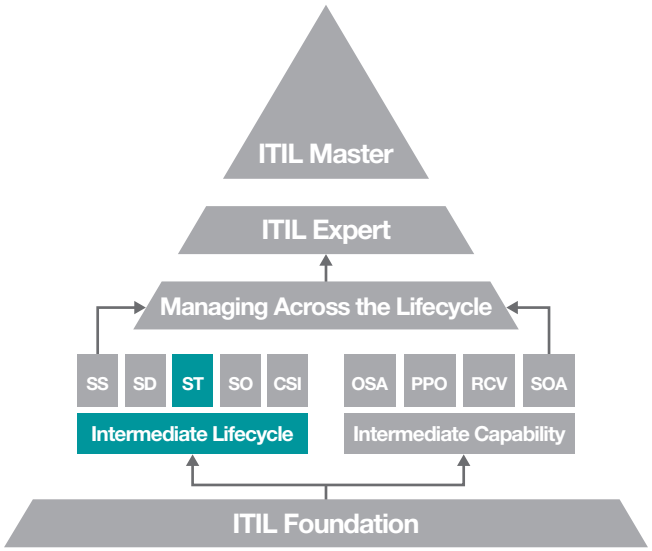
## Target Audience:

- Individuals who want to purse the intermediate and advanced level ITIL® certifications;
- Individuals who require a deeper understanding of the Service Design stages of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization;
- IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking an understanding of the concepts, processes, functions and activities involved in Service Design;
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules;
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite.

## Reference Materials:

It is highly recommended that you read the AXELOS Service Design book prior to commencement of this program.

# ITIL®2011 Intermediate: Service Transition Premium eLearning




This intensive interactive course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with Service Transition. The main focus of this course is on the operational-level process activities, the processes with Service Transition and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL® best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Transition principles, purpose and objective;
- Knowing the important role of Service Transition in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes;
- The activities, methods and functions used in each of the Service Transition processes;
- The application of Service Transition processes, activities and functions to achieve operational excellence;
- How to measure Service Transition performance;
- The challenges, critical success factors and risks related with Service Transition;
- The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle;
- Technology and implementation considerations surrounding Service Transition;
- Challenges, critical success factors and risks associated with this module.

## Course Approach:

The program combines short presentations supported by accredited trainer audio. There are exercises to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice examination.



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## Prerequisites:

The ITIL®v3 or ITIL®2011 Foundation certificate.

## Duration:

The recommended minimum contact hours is 21.

## Course Delivery:

eLearning.

## Languages:

English.

## Certification:

This course prepares the participant for the official ITIL®2011 Intermediate Service Transition exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 8
- Pass Score: 28/40 (70%)
- Exam duration: 90 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 3 credits in the ITIL® qualification scheme.

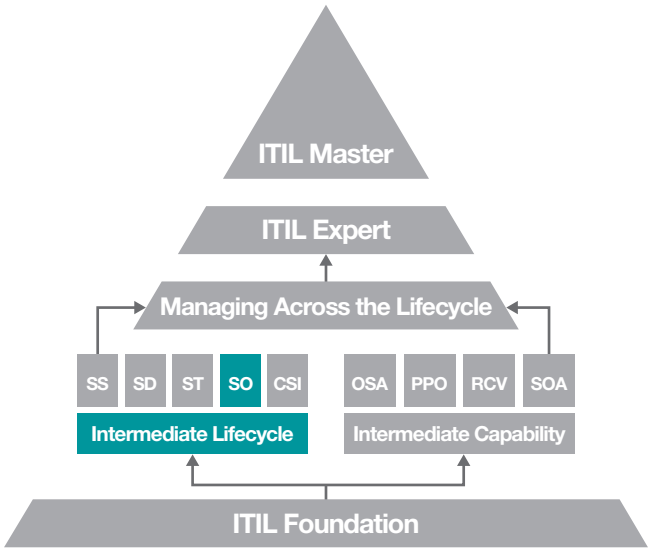
## Target Audience:

- Individuals who want to purse the intermediate and advanced level ITIL® certifications;
- Individuals who require a deeper understanding of the Service Transition stages of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization;
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules;
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite.

## Reference Materials:

It is highly recommended that you read the AXELOS Service Transition book prior to commencement of this program.

# ITIL®2011 Intermediate: Service Operation Premium eLearning




This intensive interactive course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with Service Operation. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL® best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective;
- Knowing the important role of Service Operation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes;
- The activities, methods and functions used in each of the Service operation processes;
- The application of Service Operation processes, activities and functions to achieve operational excellence;
- How to measure Service Operation performance;
- The challenges, critical success factors and risks related with Service Operation;
- The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle;
- Technology and implementation considerations surrounding Service Operation;
- Challenges, critical success factors and risks associated with this module.

## Course Approach:

The program combines short presentations supported by accredited trainer audio. There are exercises to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice examination.



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## Prerequisites:

The ITIL®v3 or ITIL®2011 Foundation certificate.

## Duration:

The recommended minimum contact hours is 21.

## Course Delivery:

eLearning.

## Languages:

English.

## Certification:

This course prepares the participant for the official ITIL®2011 Intermediate Service Operation exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 8
- Pass Score: 28/40 (70%)
- Exam duration: 90 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 3 credits in the ITIL® qualification scheme.

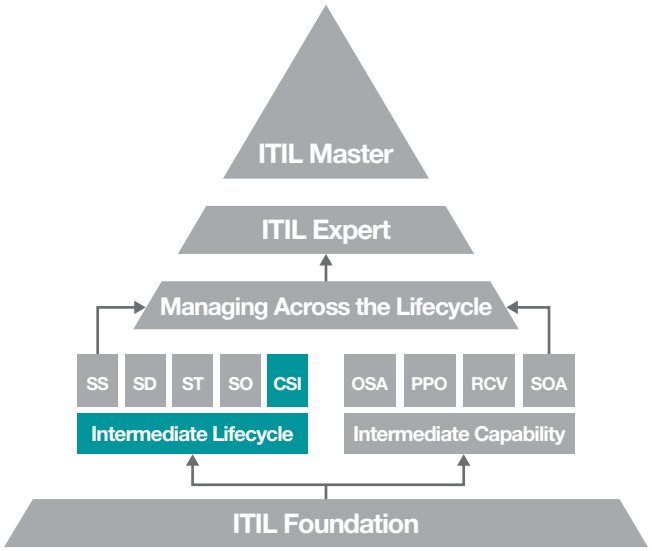
## Target Audience:

- Individuals who want to purse the intermediate and advanced level ITIL® certifications;
- Individuals who require a deeper understanding of the Service Operation stages of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization;
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules;
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite.

## Reference Materials:

It is highly recommended that you read the AXELOS Service Operation book prior to commencement of this program.

# ITIL®2011 Intermediate: Continual Service Improvement Premium eLearning




This intensive interactive course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with Continual Service Improvement. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL® best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Continual Service Improvement principles, purpose and objective;
- Knowing the important role of Continual Service Improvement in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes;
- The activities, methods and functions used in each of the Continual Service Improvement processes;
- The application of Continual Service Improvement processes, activities and functions to achieve operational excellence;
- How to measure Continual Service Improvement performance;
- The challenges, critical success factors and risks related with Continual Service Improvement;
- The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle;
- Technology and implementation considerations surrounding Continual Service Improvement.

## Course Approach:

The program combines short presentations supported by accredited trainer audio. There are exercises to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions



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and a mock examination help to prepare for the multiple-choice examination.

## Prerequisites:

The ITIL®v3 or ITIL®2011 Foundation certificate.

## Duration:

The recommended minimum contact hours is 21.

## Course Delivery:

eLearning.

## Languages:

English.

## Certification:

This course prepares the participant for the official ITIL®2011 Intermediate Continual Service Improvement exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 8
- Pass Score: 28/40 (70%)
- Exam duration: 90 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 3 credits in the ITIL® qualification scheme.

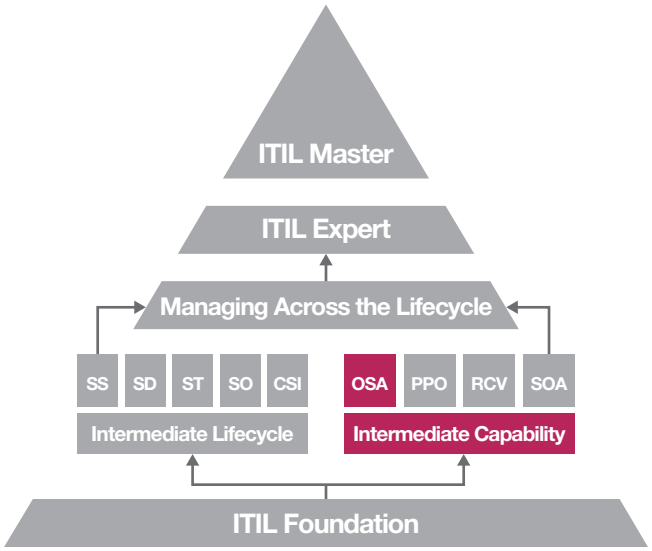
## Target Audience:

- Individuals who want to purse the intermediate and advanced level ITIL® certifications;
- Individuals who require a deeper understanding of the Continual Service Improvement stages of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization;
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules;
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite.

## Reference Materials:

It is highly recommended that you read the AXELOS Continual Service Improvement book prior to commencement of this program.

# ITIL®2011 Intermediate: Operational Support and Analysis Premium eLearning




This intensive interactive course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL® best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective;
- Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes;
- The activities, methods and functions used in each of the Operational Support and Analysis processes;
- The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence;
- How to measure Operational Support and Analysis performance;
- The importance of IT Security and how it supports Operational Support and Analysis;
- Understanding technology and implementation requirements in support of Operational Support and Analysis;
- The challenges, critical success factors and risks related with Operational Support and Analysis.

## Course Approach:

The program combines short presentations supported by accredited trainer audio. There are exercises to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions



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and a mock examination help to prepare for the multiple-choice examination.

## Prerequisites:

The ITIL®v3 or ITIL®2011 Foundation certificate.

## Duration:

The recommended minimum contact hours is 28.

## Course Delivery:

eLearning.

## Languages:

English.

## Certification:

This course prepares the participant for the official ITIL®2011 Intermediate Operational Support and Analysis exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 8
- Pass Score: 28/40 (70%)
- Exam duration: 90 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 4 credits in the ITIL® qualification scheme.

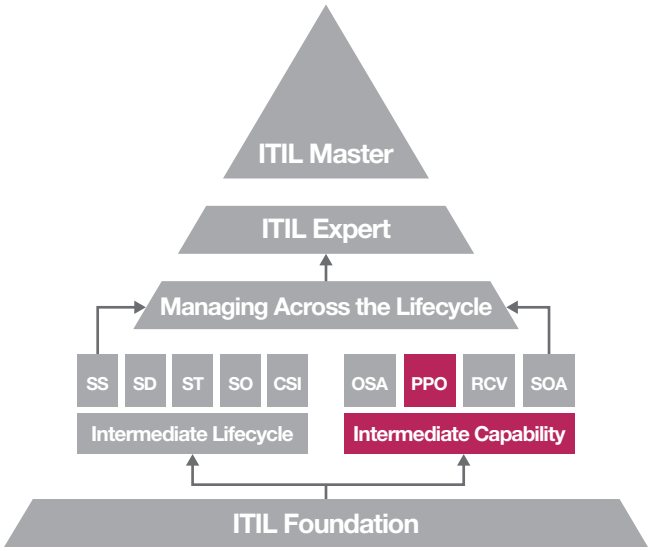
## Target Audience:

- Individuals who want to purse the intermediate and advanced level ITIL® certifications;
- Individuals who require a deeper understanding of the Service Operation & Continual Service Improvement stages of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization;
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules;
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite.

## Reference Materials:

It is highly recommended that you read the AXELOS Operational Support and Analysis book prior to commencement of this program.

# ITIL®2011 Intermediate: Planning, Protection and Optimization Premium eLearning




This online learning course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with the Planning, Protection and Optimization of services and service delivery. The main focus of this course is on the PPO process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in Planning, Protection and Optimization of the Service Management Lifecycle.

This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Plan key activities for the Planning, Protection and Optimization processes in the context of the Service Lifecycle;
- Attain operational excellence by using the Planning, Protection and Optimization processes, activities and functions;
- Measure the success of Planning, Protection and Optimization by applying key metrics;
- Utilize capacity and availability management to realize successful Service Design;
- Ensure that services are fit-for-purpose and fit-for-use;
- Identifying and mitigating risks;
- Apply Continual Service Improvement.

## Course Approach:

The program combines short presentations supported by accredited trainer audio. There are exercises to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice examination.

## Prerequisites:

The ITIL®v3 or ITIL®2011 Foundation certificate.



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## Duration:

The recommended minimum contact hours is 28.

## Course Delivery:

eLearning.

## Languages:

English.

## Certification:

This course prepares the participant for the official ITIL®2011 Intermediate Planning Protection and Optimization exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 8
- Pass Score: 28/40 (70%)
- Exam duration: 90 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 4 credits in the ITIL® qualification scheme.

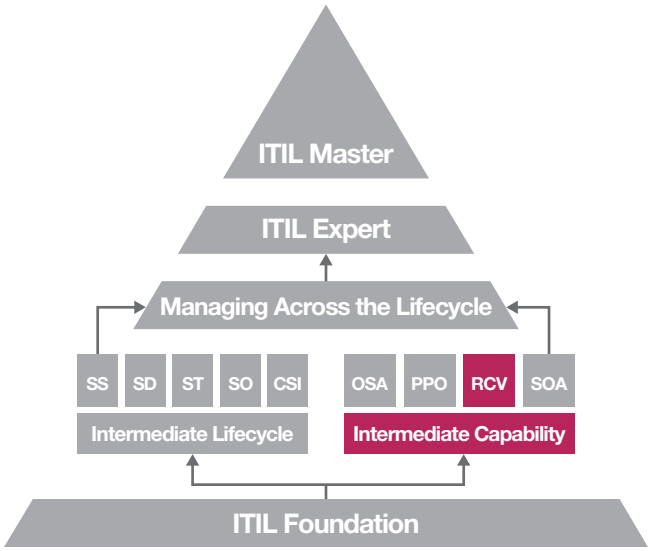
## Target Audience:

- Individuals who want to purse the intermediate and advanced level ITIL® certifications;
- Individuals who require a deeper understanding of the Service Operation & Continual Service Improvement stages of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization;
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules;
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite.

## Reference Materials:

It is highly recommended that you read the AXELOS Planning Protection and Optimization book prior to commencement of this program.

# ITIL®2011 Intermediate: Release, Control and Validation Premium eLearning




This intensive interactive course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with Release, Control and Validation and service operation. The main focus of this course is on the RCV process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL® best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective;
- Knowing the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes;
- The activities, methods and functions used in each of the Release, Control and Validation processes;
- The application of Release, Control and Validation processes, activities and functions to achieve operational excellence;
- How to measure Release, Control and Validation performance;
- The challenges, critical success factors and risks related with Operational Support and Analysis;
- An in-depth understanding of Change Management, Service Validation and testing, Service Asset and Configuration Management, Knowledge Management, Evaluation, Release and Deployment, Request Fulfilment processes;
- The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle;
- Technology and implementation considerations surrounding Release, Control and Validation;
- Challenges, critical success factors and risks associated with this module.

## Course Approach:

The program combines short presentations supported by accredited trainer audio. There



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are exercises to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice examination.

## Prerequisites:

The ITIL®v3 or ITIL®2011 Foundation certificate.

## Duration:

The recommended minimum contact hours is 28.

## Course Delivery:

eLearning.

## Languages:

English.

## Certification:

This course prepares the participant for the official ITIL®2011 Intermediate Release, Control and Validation exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 8
- Pass Score: 28/40 (70%)
- Exam duration: 90 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 4 credits in the ITIL® qualification scheme.

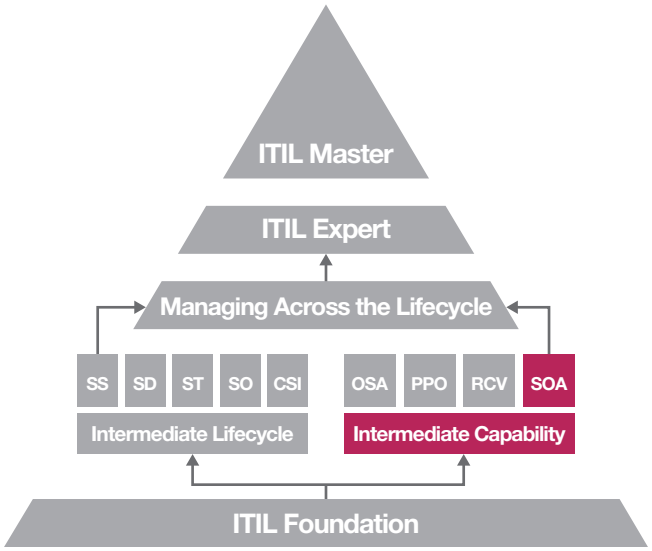
## Target Audience:

- Individuals who want to purse the intermediate and advanced level ITIL® certifications;
- Individuals who require a deeper understanding of the Service Operation & Continual Service Improvement stages of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization;
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules;
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite.

## Reference Materials:

It is highly recommended that you read the AXELOS Release, Control and Validation book prior to commencement of this program.

# ITIL®2011 Intermediate: Service Offerings and Agreements Premium eLearning




This intensive interactive course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery. The main focus of this course is on the SOA process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in Service Offerings and Agreements of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL® best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, and how the processes within Service Offerings and Agreements support the Service Lifecycle;
- Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes;
- The activities, methods and functions used in each of the Service Offerings and Agreements processes;
- The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence;
- How to measure Service Offerings and Agreements performance. The importance of IT Security and how it supports Service Offerings and Agreements;
- Understanding technology and implementation requirements in support of Service Offerings and Agreements;
- The challenges, critical success factors and risks related with Service Offerings and Agreements.

## Course Approach:

The program combines short presentations supported by accredited trainer audio. There



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are exercises to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice examination.

## Prerequisites:

The ITIL®v3 or ITIL®2011 Foundation certificate.

## Duration:

The recommended minimum contact hours is 28.

## Course Delivery:

eLearning.

## Languages:

English.

## Certification:

This course prepares the participant for the official ITIL®2011 Intermediate Service Offerings and Agreements exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 8
- Pass Score: 28/40 (70%)
- Exam duration: 90 minutes
- Delivery: Paper based or online
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 4 credits in the ITIL® qualification scheme.

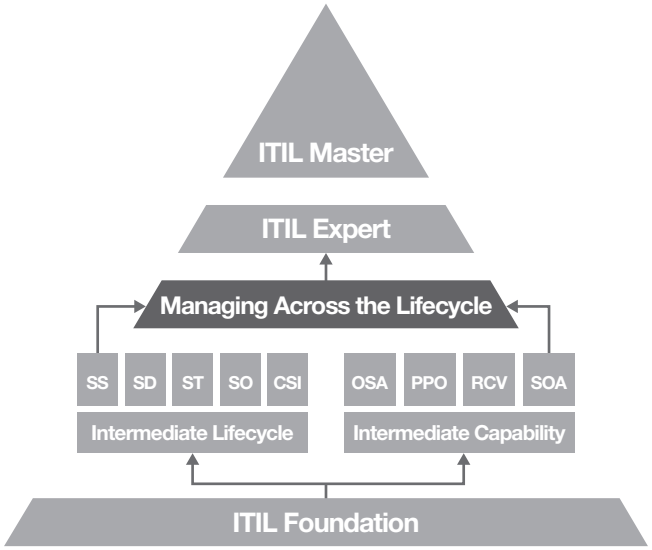
## Target Audience:

- Individuals who want to purse the intermediate and advanced level ITIL® certifications;
- Individuals who require a deeper understanding of the Service Design & Service Strategy stages of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization;
- Individuals seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules;
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite.

## Reference Materials:

It is highly recommended that you read the AXELOS Service Offerings and Agreements book prior to commencement of this program.

# ITIL®2011 Managing Across the LifeCycle Premium eLearning




This online learning course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with the Managing Across the Lifecycle of services and service delivery. The main focus of this course is on the MALC process activities and supporting methods and approaches to executing these processes in a practical, hands-on eLearning environment.

This training is intended to enable the holders of the certificate to apply the practices in Managing Across the Lifecycle of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL® best practice and positions the student to successfully complete the associated exam.

## Main Objectives:

At the end of this course, the learner will gain competencies in:

- Prepare for and take the ITIL® MALC Qualification: Managing Across the Lifecycle Certification Exam;
- Identify key business and management issues in IT Service Management;
- Manage the planning and implementation of IT Service Management;
- Implement Strategic Change Management and Risk Management;
- Handle organizational challenges and assess services.

## Course Approach:

The eLearning combines video and presentations supported by an accredited trainer audio. There is also an Exam Guide & Tips and mock examinations available to help you prepare for the multiple-choice ITIL®2011 Foundation examination.

## Prerequisites:

Seventeen credits from the ITIL® qualifications are needed to take the ITIL® Managing Across the LifeCycle Exam.

## Duration:

The recommended minimum contact hours is 30.

## Course Delivery:

eLearning.

## Languages:

English.



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## Certification:

This course prepares the participant for the official ITIL®2011 Managing Across the LifeCycle Exam.

## About the Examination:

- Exam Format: Multiple choice exam
- Number of questions: 10
- Pass Score: 35/50 (70%)
- Exam duration: 120 minutes
- Delivery: Paper based
- Open/Closed Book: Closed Book

## Credits:

By passing the exam, participants will receive 5 credits in the ITIL® qualification scheme.

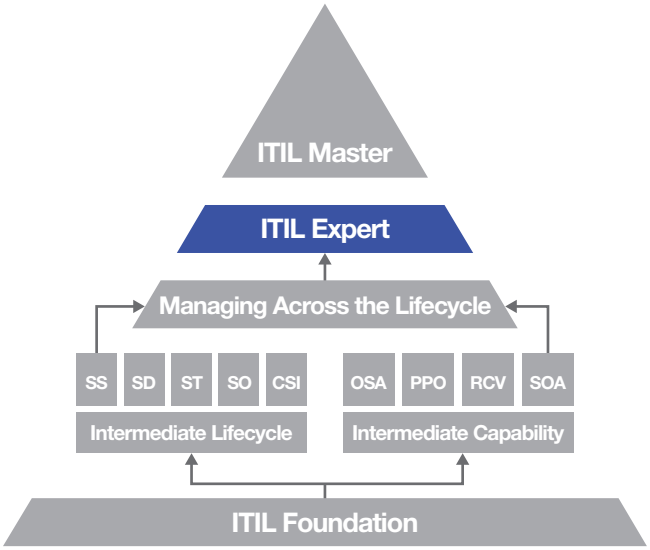
## Target Audience:

- IT professionals who have completed various modules from the Capability and Lifecycle modules and need to understand how all the stages and processes integrate into a cohesive package;
- Individuals wanting to progress to ITIL® Expert in IT Service Management (for which this is the final mandatory module).

## Reference Materials:

Additional reference materials are not required for this course.

# ITIL® EXPERT Level




The ITIL® Expert level of qualification is aimed at those individuals who are interested in demonstrating a superior level of knowledge of the ITIL® Scheme in its entirety. Achieving this level of ITIL® qualification will benefit a candidate in both their personal and professional development, by aiding career advancement and progression within the IT Service Management field. Candidates who achieve ITIL® Expert level will also satisfy the prerequisite entry criteria for the ITIL® Master Level; the highest level qualification within the ITIL® scheme.

## Achieving ITIL® EXPERT Level

The ITIL® qualifications scheme offers a modular approach to the ITIL® framework. In this scheme, candidates are free to select from a variety of qualifications which focus on targeted areas of the ITIL® Service Lifecycle to varying degrees of depth and specialism.

The flexibility of modules available means that candidates are free to tailor their own individual qualifications portfolio to their own personal and professional requirements.

For those candidates who decide to aim for ITIL® Expert, the possible module combinations are many; however, there are some key requirements all candidates must meet, which are:

- All candidates must hold the ITIL®v3 or ITIL®2011 Foundation certificate or a Bridge qualification equivalent;
- A total of 17 credits minimum must be achieved from Foundation and Intermediate modules before the Managing Across the Lifecycle module can be taken. Some credits from earlier qualifications and complementary qualifications can also count towards the 17 credits which are prerequisite for Managing Across the Lifecycle module - see relevant sections for reference;
- The Managing Across the Lifecycle module must be taken and passed once 17 credits have been earned to achieve a total of 22 credits minimum required for ITIL® expert;
- Candidates should achieve a balanced knowledge base across the full ITIL® service lifecycle.

These requirements will ensure that all candidates who achieve ITIL® Expert have successfully completed a series of qualifications which span all ITIL® disciplines consistently.

Once you have successfully completed all requisite ITIL® modules and have earned sufficient credits, you will be awarded the ITIL® Expert certificate.



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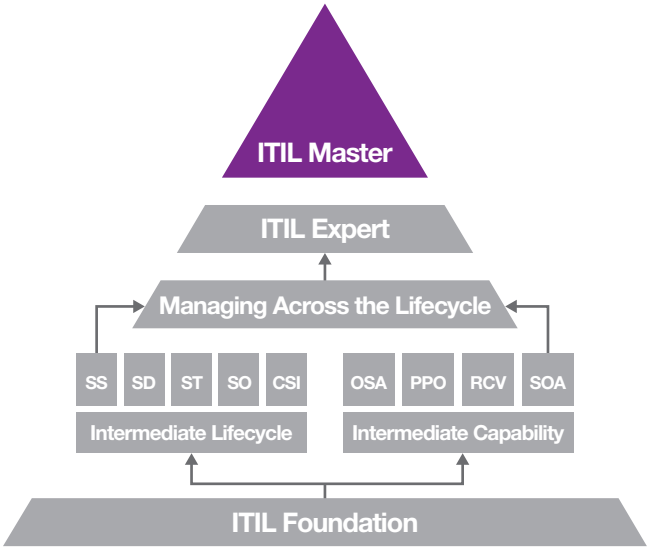
# ITIL® MASTER Level




The ITIL® Master Qualification Certificate validates the capability of the candidate to apply the principles, methods and techniques from ITIL in the workplace. To achieve the ITIL® Master Qualification the candidate must be able to explain and justify how they selected and individually applied a range of knowledge, principles, methods and techniques from ITIL® and supporting management techniques, to achieve desired business outcomes in one or more practical assignments.

## Curriculum

Every ITIL® Master candidate will select a unique range of experience to apply, so there is no fixed syllabus with associated Learning Objectives for this qualification. There is also no prescribed training course since the theory being tested will vary depending on the nature of the situation each candidate will choose to address.

## Eligibility Requirements

To be eligible for the ITIL® Master Qualification, candidates must meet or fulfil the following entry criteria:

- Have reached the ITIL® Expert Level;
- Have worked in IT service management for at least five years in leadership, managerial, or higher management advisory levels.

A candidate must ensure they have an extensive base of practical 'hands-on' ITIL® experience to enable them to demonstrate active involvement in implementation of the practices, in order to meet the requirements for the Qualification.

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