

## Take ITIL v3 Courses in One-Go and Achieve Expert Level

Are you looking for a once-in-a-lifetime opportunity to enhance your career while simultaneously sharing experiences with like-minded IT Service Management professionals?

Open new doors to your career and enroll in NIITs' Expert Program; a unique program that will guarantee your achievement of the most-demanded IT certification for professionals today — ITIL Expert.

NIITs' Expert Program will provide recognition of achievement and make you part of a select group of special individuals who achieved ITIL Expert Status. By signing up for this intensive and innovative program, which combines most modern forms of learning technologies with energy-packed classroom sessions, you will get to Expert Level in one-go and will have guaranteed fun and an incredible learning experience along the way.

Complete the entire journey with the same group of like-minded professionals, who share your ambition, experience, and knowledge and can build long-lasting relationships with you in an environment of trust and knowledge-sharing.

Grab this opportunity, and open new doors for your career with NIITs' ITIL v3 Expert Program.

### NIITs' Expert Program

- Achieves ITIL Expert Level in one-go
- Makes the best use of your time through optimal use of technology and learning design principles
- Covers all ITIL v3 Capability/Lifecycle modules
- Emphasizes experience-sharing and group interaction
- Saves time and money by reducing time in classrooms, hotels, or airports
- Provides you with an Exam Pass Guarantee
- Designed by the most-creative and well-known training group in the industry

## ITIL Expert Level

Why become an ITIL Expert?

ITIL is the only consistent and comprehensive best practice for IT Service Management (ITSM). Used by thousands of organizations around the world, the ITIL framework has gradually matured and is now common practice for the management of IT.

ITIL Expert replaces the ITIL Service Manager certification, which was immensely popular under the ITIL v2 scheme. Becoming an ITIL Expert is considered the highest possible achievement in the industry. As a result, Experts are recognized for their knowledge and skills and have significant job advantages.

Are you:

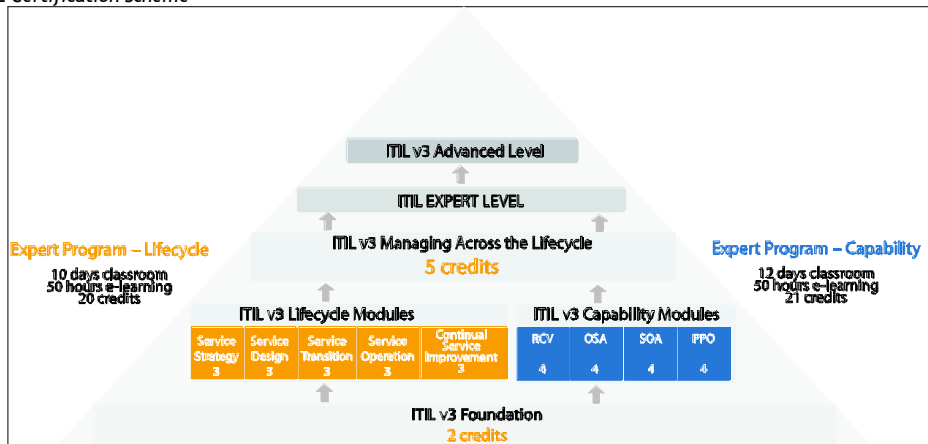
- Dedicated to become a more-complete or well-rounded ITSM consultant?
- Looking for an opportunity to become more effective in the design of ITSM processes?
- Eager to become a better IT process practitioner?
- Talented, ambitious, and interested in increasing your job opportunities in IT?

If you answered Yes to any of the above-stated questions, you should participate in NIITs' ITIL Expert Program. This program will boost your career and open doors to higher positions within your organization. It will also make you an authority within the international community.

### Why ITIL Expert?

- ITIL Expert is the most-sought-after certification in the IT industry for IT Service Management.
- This certification will provide you with superior knowledge of ITIL in its entirety. It will make you a better, more-rounded IT practitioner or manager.
- Becoming an ITIL Expert will make you an authority within the international ITSM community, and will help you accelerate your career.
- There are two distinct routes to become an ITIL Expert. One is for managers and consultants who are involved in managing or implementing ITIL in organizations (Lifecycle Track). The other is for practitioners and specialists involved in executing and improving existing processes (Capability Track).

The ITIL Certification Scheme



About the Program

### ***A Complete Program Leading to ITIL Expert Certification***

*NIITs' Expert Program is the ultimate and most-unique accredited program for aspiring IT professionals, getting you to ITIL Expert in one-go.*

It is a state-of-the-art ITIL training program designed using innovative instructional design methods and technologies, with the objective of handing 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.

### ***Why invest in NIITs' ITIL Expert Program instead of a single Intermediate course?***

#### **Most time-effective**

An individual course requires 25 (Capability) or 20 (Lifecycle) days away from the office. NIITs' Expert Program achieves the same in 12 or 10 days.

#### **Most flexible approach to learning**

With various delivery options, the Expert Program guarantees flexibility.

#### **Only program that runs frequently**

The Expert Program runs so frequently that classes are always available to attend. The Exam Pass Guarantee ensures that success is guaranteed.

#### **Most cost-effective program**

Utilizing e-learning and virtual classrooms saves hotel costs and airplane fees and involves much less time away from the office.

#### **The Four Pillars of the ITIL Expert Program:**

- **Innovation in design**  
Smart use of technology and innovative course design
- **Intense group experience**  
Three intensive classroom sessions with your peers
- **Accelerated path to certification**  
Achievement of ITIL Expert Level in half the time it would normally take
- **Access to Experts community**  
Building and maintenance of an exclusive network of like-minded professionals

## **Program Characteristics**

### ***Characteristics of NIITs' Expert Program***

#### **Not one, but two tracks**

- Lifecycle Track that includes: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO), Continuous Service Improvement (CSI), and Managing Across the Lifecycle (MALC)
- Capability Track that includes: Planning, Protection, and Optimization (PPO), Service Offerings and Agreements (SOA), Operational Support and Analysis (OSA), Release, Control, and Validation (RCV), and MALC

#### **High-energy and high-paced classroom**

- Intensive classroom study: 2 weeks of 5 days for the Capability Track or 2 weeks of 4 days for the Lifecycle Track, followed by 2 days for MALC
- Classroom dedicated to practical application: Cases, assignments, and scenarios

#### **Self-paced e-learning**

- 50 hours of e-learning for both the Capability and Lifecycle tracks
- E-learning material available for 2 years after completion of the course
- E-learning focused on theory, explanation of concepts, and exam preparation
- (Virtual) Instructor available throughout the program for e-mail-based support

#### **Accredited course program**

- Meets all requirements for ITIL Intermediate courses per ITIL syllabi, program accredited by EXIN and LCS

#### **Exam Pass Guarantee**

We are so confident of the quality and structure of this program that the Expert Program includes an Exam Pass Guarantee. In the eventuality that you don't pass the exam in the first attempt, we will organize and pay for any repeat attempts.\*\*

#### **Digital Reference Material**

Students receive an e-reader with reference material to avoid printing thousands of pages of course materials. They also receive printed copies of the course slides and workbook for completing course assignments.\*\*

## **What is NIITs' Expert Program?**

### ***Innovation in design***

Smart use of technology and innovative course design:

- Eight (Lifecycle) or Ten (Capability) hours of self-paced e-learning per module allows students to learn the theory at their own pace.
- Classroom sessions are focused on application of knowledge.
- An e-reader, with reference materials, is provided.\*

### ***Intense group experience***

Three intensive classroom sessions with your peers:

- There is an ITIL v2 Service Manager group approach to learning.
- Students and Instructor spend 10 or 12 intensive days together.
- Individuals will grow in maturity while going through an exciting learning experience with peers.

### Accelerated path to certification

Achieve ITIL Expert Level in half the time it would normally take:

- Condensed program results in the fastest path to Expert certification.
- Classroom time is reduced by > 50%.
- There is limited travel and less time away from home or office involved.
- ITpreneurs guarantees that students pass the exam and pays for any retakes.\*\*

### Access to the Experts community

Access to an Experts community of peers:

- Ongoing information- and knowledge-sharing
- Building and maintenance of an exclusive network of like-minded professionals

## Available Tracks

### Which course is most suitable for me?

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.

This training program is delivered through a unique blend of self-paced and instructor-supported e-learning and high-intensity, fast-paced classroom delivery. NIITs' courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices in a highly engaging manner.

There are two tracks that lead to ITIL Expert certification, one based on the Lifecycle courses [Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operation (SO), and Continual Service Improvement (CSI)] and Managing Across the Lifecycle (MALC) and one based on the Capability courses [Planning, Protection, and Optimization (PPO), Service Offerings and Agreements (SOA), Operational Support and Analysis (OSA), and Release, Control, and Validation (RCV)] and MALC.

### Lifecycle Audience

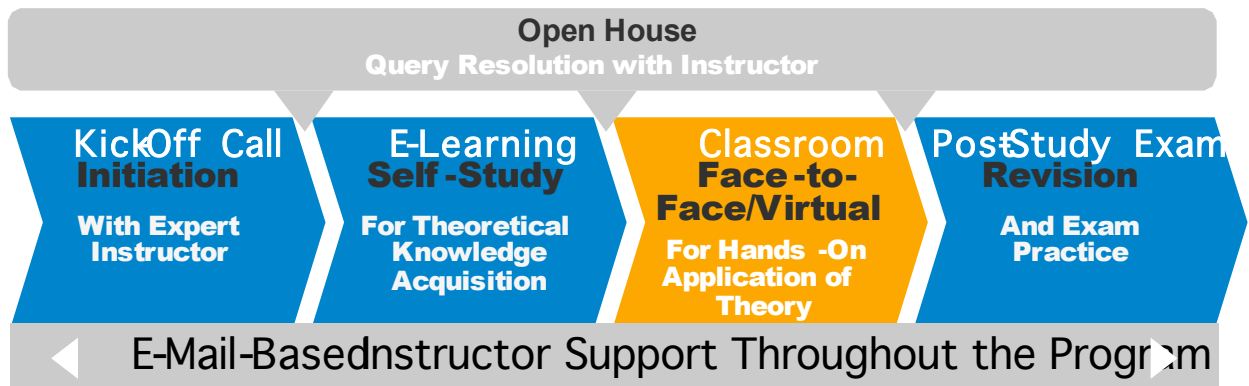
The Lifecycle Track is for those who provide guidance on the implementation of ITSM in an organization such as the IT Manager, Process Owner, ITSM Implementer, and ITIL Consultant.

### Capability Audience

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

### Available Learning Paths

- The 12-week "Classic" (12-week program)
- The 12-week "Classic Virtual" (12-week program)
- The "Boot Camp" (10-week program)
- The "WeekendWarrior" (15-week program)



## Learning Paths

### Available Learning Paths

The 12-week "Classic" (12-week program)

This is the default option for the Expert Program. In this option, you will meet your fellow students three times over a period of 12 weeks. You will complete a portion of the e-learning component of the modules before you come to the classroom and the remainder once back home. Exams are completed between the classroom sessions and are scheduled by you when you see fit.

#### **The 12-week “Classic Virtual” (12-week program)**

This program is identical to the “Classic” with the difference that all sessions take place in a Virtual Classroom setting. This means that you do not have to travel to become an ITIL Expert, which results in a significant reduction of your training program costs.

#### **The “Boot Camp” (10-week program)**

The Boot Camp requires you to complete all Intermediate (Capability or Lifecycle) e-learning modules prior to coming to the classroom. There is one long classroom session of 8 or 10 days for the Intermediate modules. After completing the Lifecycle modules, you will start with the e-learning and classroom components of MALC.

#### **The “WeekendWarrior” (15-week program)**

You’ve got a busy calendar and really cannot take much time for training. After work, there are so many other things to do; only the weekends remain. You will complete the e-learning modules during 12 consecutive weekends. Every Monday, you will come to class to discuss the various Intermediate or MALC modules.

To learn more about each path, please visit <http://www.itpreneurs.com/expert/learning-paths.html>.

Also find at the above-mentioned link:

- Lifecycle Track Factsheet
- Capability Track Factsheet
- Expert Program Presentation
- Global Course Schedule
- FAQ (Frequently Asked Questions)
- Brochure

## **Program Structure**

### *ITIL Expert Program Structure*

#### **Lifecycle Track**

*IT professionals, possibly IT managers or consultants looking to use the breadth of the ITIL framework and developing appropriate understanding of the key functions and processes of ITIL v3*

This course enables students to achieve 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.

#### **Capability Track**

*IT professionals seeking guidance on the execution or optimization of ITSM in an organization and the process relationships, roles, and responsibilities*

This course enables students to achieve 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 and Analysis (OSA), and Release, Control, and Validation (RCV).

After completing the Capability courses, students will participate in the Managing Across the Lifecycle (MALC) course.

To learn more about each track, please visit

<http://www.itpreneurs.com/expert/program-structure.html>.

## **Quality of Courseware**

### *Why ITpreneurs for ITIL Intermediate Expert Program courses?*

The Intermediate courses that comprise NIITs’ Expert Program have been designed and developed by:

- Some of the best Instructional Design Experts in the learning and training industry, and
- Some of the most-respected Subject Matter Experts with over 20 years experience in IT consultancy and ITIL implementation

Leveraging their collective experiences and expertise, ITpreneurs carefully crafted courseware that:

- Has best-in-class depth of content
- Is driven by an innovative, tested Instructional Design philosophy, and
- Is supported by scientifically proven learning aids

Any ITIL v3 ITpreneurs Intermediate course consists of at least the following teaching and course components:

- **Detailed Instructor Guide:** With succinct “delivery instructions” to ensure consistency of delivery and content quality.
- **Extensive Student Handbook:** With detailed notes and guidance on the content and its implementation in real life, back at work; and module-end questions modeled after the exam structure of graded responses.
- **Experience-Rich Student Workbook:** For classroom activities that are designed to aid the application of knowledge.
- **Crisp Roadmap:** In a PowerPoint presentation format that provides clear orientation and a content outline that offers a “where am I, and where am I going” direction to help students and instructors not get confused in the huge volume of content stipulated by the Intermediate syllabus.

#### **DESIGN PHILOSOPHY**

- Different strategies for different learning styles
- Learner put in control to improve job performance and guarantee exam success

#### CONTENT DEPTH

- Deliver appropriate content at the appropriate depth, and
- Deliver appropriate content at the appropriate time

#### LEARNING AIDS

- Experience-driven teaching tools
- Complemented by scientifically designed student aids that support the implementation of concepts

## Frequently Asked Questions

### Q: Is this an Accredited Training Program?

A: Yes, ITpreneurs is an Accredited Training Organization (ATO) with EXIN and LCS, and the Expert Program meets all the requirements defined in the official ITIL scheme.

### Q: Are the exam prices included in the course price?

A: Yes, the exam prices are included.

### Q: Where do I take the exams?

A: The exams can be organized by you at any point in time after completing the (virtual or physical) classroom sessions but definitely before the next classroom sessions take place. You can take the exam at your office, proctored by someone from your HR department. The exams can be taken as paper-based or online exams.

### Q: What happens if I do not pass the exams?

A: ITpreneurs will pay for your second and third attempts if you do not pass your exams at first.\*\*

### Q: Can I take all my exams at the end of the course?

A: The exams should be taken between the (physical or virtual) classroom sessions. Please ensure that you have completed and passed all exams prior to joining the Managing Across the Lifecycle component of the Expert Program.

### Q: Is the Expert Program also available as a full self-study program?

A: No, the learning objectives for this course include objectives that can only be covered via group learning, interaction, and discussion. As a result, classroom or Virtual Classroom sessions are always required. Also note that during the self-study part of the course, an instructor is always available to support you with any questions that you might have.

### Q: How long will I have access to the e-learning reference materials?

A: The e-learning reference materials are available to you for 2 years after your initial login to the course.

### Q: Where can I purchase this course?

A: ITpreneurs publishes a schedule with course dates. Courses are organized through NIITs' Partner Course Calendar or directly via its partners.

### Q: Why is Managing Across the Lifecycle a separate component in the course?

A: This is because you can only attend the MALC course after you have successfully completed the individual Lifecycle or Capability courses.

### Q: What is the difference between physical classroom and Virtual Classroom?

A: The only real difference between the traditional classroom and the virtual classroom is that in the virtual classroom, the instructor and students are not physically in the same location; the materials covered are the same, students participate in exactly the same group exercises, are asked the same questions, and share knowledge and experience with each other.

### Q: Are there any specific requirements for attending virtual classroom courses?

A: You need a computer with an Internet connection, a headset, and a microphone. A Webcam is highly recommended but not required.

### Q: Are there specific requirements for my computer for participating in the e-learning courses?

A: Not really; a decent Internet connection and speakers to listen to the audio should be fine. Please use Internet Explorer 7.0 or higher to view the e-learning materials.

### Q: Will ITIL Expert status improve my chances for better employment?

A: ITIL Expert Level is the most-sought-after and recognized qualification in the IT Service Management domain. Achieving this level will help you advance your career, and provides possibilities for better employment.

### Q: Why should I take the Expert Program when I can take ITIL v2 and take the Bridge exams?

A: If you currently hold the ITIL v2 Service Manager certificate, we recommend that you take the Service Manager Bridging course and exam because that provides the fastest route to ITIL Expert to you. In all other instances, we recommend NIITs' Expert Program.

### Q: Which track (Lifecycle or Capability) is most suitable for me?

A: If you are playing a role in the implementation of IT Service Management (ITSM) in your organization or hold a managerial position and are responsible for managing teams or professionals who are involved in ITSM, you should consider the Lifecycle Track. Alternatively, if you are a practitioner and are involved in the execution or optimization of IT processes or functions, the Capability Track is more relevant to you.

### Q: Can I sign up for individual modules instead of participating in the entire program?

A: Yes, individual courses can be purchased separately as well. We call these “blended” Intermediate courses. In reality, this means that a blended Capability course requires 2.5 days in the classroom + 10 hours of e-learning. A blended Lifecycle course takes 2 days in the classroom and 8 hours of e-learning.

**Q: Are the dates the same for individual modules?**

A: Yes, the dates are the same. If, for example, you would like to only sign up for the PPO component of the Capability Track, you should consider the course to start on Wednesday afternoon 1.00 PM and end on Friday afternoon.

**Q: Do I need to be ITIL Foundation certified to participate in the Expert Program?**

A: Yes, Foundation certification is a prerequisite for participating in NIITs’ Expert Program and is not included as part of the program.



Contact NIITs’ India

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