



# **DEEP CREEK CENTER**

Delivering Results

## **ITIL® V3 CERTIFICATION:** **EXPERT - CAPABILITY TRACK**

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### **COURSE DESCRIPTION**

This 25 day expert program leads to the following certificates in ITIL V3

- ITSM Operational Support & Analysis (OSA)
- ITSM Release Control & Validation (RCV)
- ITSM Planning, Protection & Optimization (PPO)
- ITSM Service Offerings & Agreements (SOA)
- ITSM Managing Across the Lifecycle (MALC)

### **WHO SHOULD ATTEND**

This program will be of interest to candidates (Architects, Consultants etc.) who wish to become Experts in the operational aspects of the ITSM lifecycle.

### **PREREQUISITES**

Students must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 Foundations course. It is highly recommended, although not mandatory, that each student read the corresponding ITIL book associated with the Intermediate certification class they are attending.

### **EXAM**

Six optional eight question, ninety minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the CSME. Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded seven credits towards ITIL Expert® certification upon successful completion of the exam.

### **REFERENCE MATERIAL**

Each student will receive a workbook. It is highly recommended that you obtain a copy of the supporting OGC ITIL publication to aid in your studies. The publication is available in both hardcopy and electronic versions.

## CREDITS EARNED

- 20 ITIL Expert Credits
- 190 PDU Credits

Program Accredited By 

*ITIL® courses are offered through itSM Solutions LLC, which is an accredited training provider.*