



## ITIL® EXPERT







### OBJECTIVES

These learning paths provide knowledge of the ITIL scheme in its entirety. Recommended prerequisite training or equivalent skills and experience are key to benefitting from these technical, interactive courses. Click on the course icon to register.

### ITIL Foundation

For those who require a basic understanding of the ITIL framework or want to understand how ITIL can be used to enhance IT service management

<p>HF421S  </p> <p><b>ITIL Foundation for IT Service Management (with Simulation)</b></p> <p>3 days                      3 credits</p>	<b>OR</b>	<p>HF422S  </p> <p><b>ITIL Foundation for IT Service Management (with Case Study)</b></p> <p>3 days                      3 credits</p>
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**ITIL Foundation**



### ITIL Practitioner

For those who have taken ITIL Foundation and want to not only speak the language of ITIL, but also use it in practice

<p>H9P68S  </p> <p><b>ITIL Practitioner</b></p> <p>2 days                      2 credits</p>
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**ITIL Practitioner**



## Learning path

Choose between two paths to become an ITIL Expert

### ITIL Expert – Intermediate Lifecycle

For those in a management or team leader role that requires management of different areas or work across different teams

HF437S



#### ITIL Service Strategy

3 days



3 credits

HF438S



#### ITIL Service Design

3 days



3 credits

HF439S



#### ITIL Service Transition

3 days



3 credits

HF440S



#### ITIL Service Operation

3 days



3 credits

HF441S



#### ITIL Continual Service Improvement

3 days



3 credits

### ITIL Expert – Intermediate Capability

For those looking to gain specialized knowledge in one or more processes with focus on the day-to-day execution of ITIL practices and how they interact.

HF427S



#### ITIL Service Offerings and Agreements

5 days



5 credits

HF428S



#### ITIL Operational Support and Analysis

5 days



5 credits

HF429S



#### ITIL Release, Control, and Validation

5 days



5 credits

HF430S



#### ITIL Planning, Protection, and Optimization

5 days



5 credits

HF442S



#### Managing Across the Lifecycle

5 days

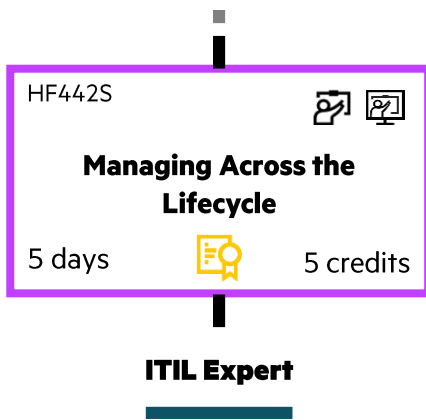


5 credits

**ITIL Expert**




## Learning path



## KEY

———— Required course

- - - - - Choose one course

 Virtual instructor-led training (VILT)

 Instructor-led training (ILT)

 Certification

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