

# The program from day to day – lifecycle track

## Lifecycle program

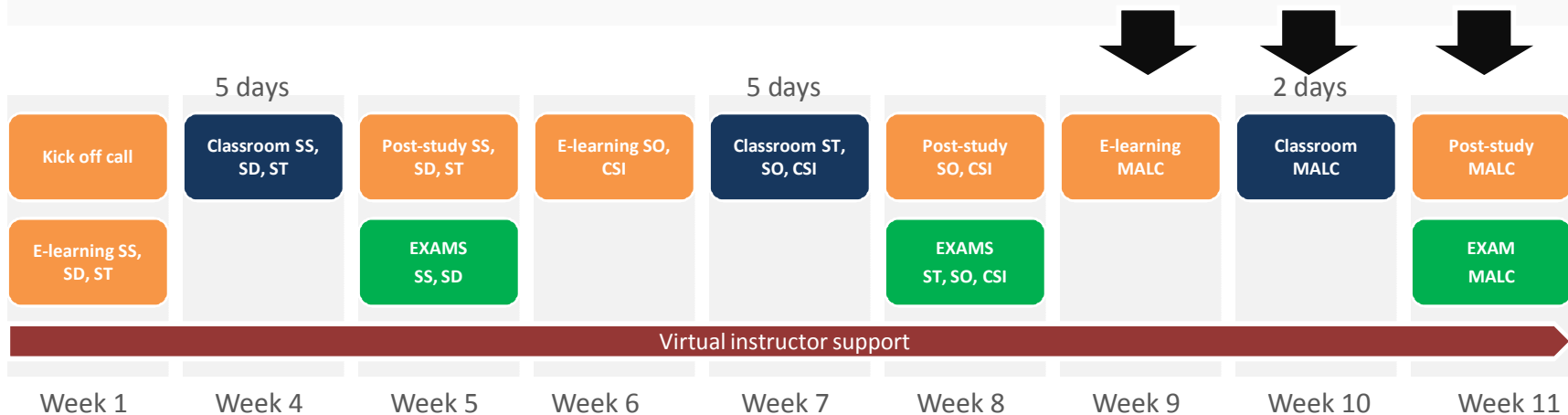
The Lifecycle program is similar to the Capability program. The course design is based on the highly successful 'ITIL v2 Service Manager' approach of 10 days in the classroom

## Activities:

- ❖ 2 weeks of 4 days in the classroom for the Lifecycle modules
- ❖ 2 days in the classroom for MALC practical application
- ❖ 50 hours of self-study e-learning
- ❖ Thorough exam preparation included in the program



The ITIL Expert Program follow the successful Service Managers course principles



# Program Features

## High energy and high pace classroom

- ❖ Intensive classroom study: 2 weeks of 5 days in Capability, or 2 weeks of 4 days in Lifecycle. Followed by 2 days for MALC
- ❖ Classroom dedicated to practical application: cases, assignments, scenarios
- ❖ Wherever overlap is found between courses, this is removed, to ensure minimal classroom/contact hours

## Self Paced E-learning

- ❖ 50 hours of e-learning per program
- ❖ E-learning material available for 2 years after completion of the course
- ❖ E-learning focused at the theory, explanations of the concepts, interactive quizzes
- ❖ Instructor is available throughout the program for support

## Accredited course program

- ❖ Meets all requirements for ITIL Intermediate courses as per ITIL syllabi
- ❖ Course Program in accordance to APGM requirements and will become an accredited program

## Exam Pass Guarantee

- ❖ Knowledge Peak will pay for 1st retake for students that fail the exam.

## Digital Reference Materials

- ❖ Students receive an e-book reader with the course reference materials loaded on to it. This to avoid printing of hundreds of pages of course materials for all Intermediate and MALC course