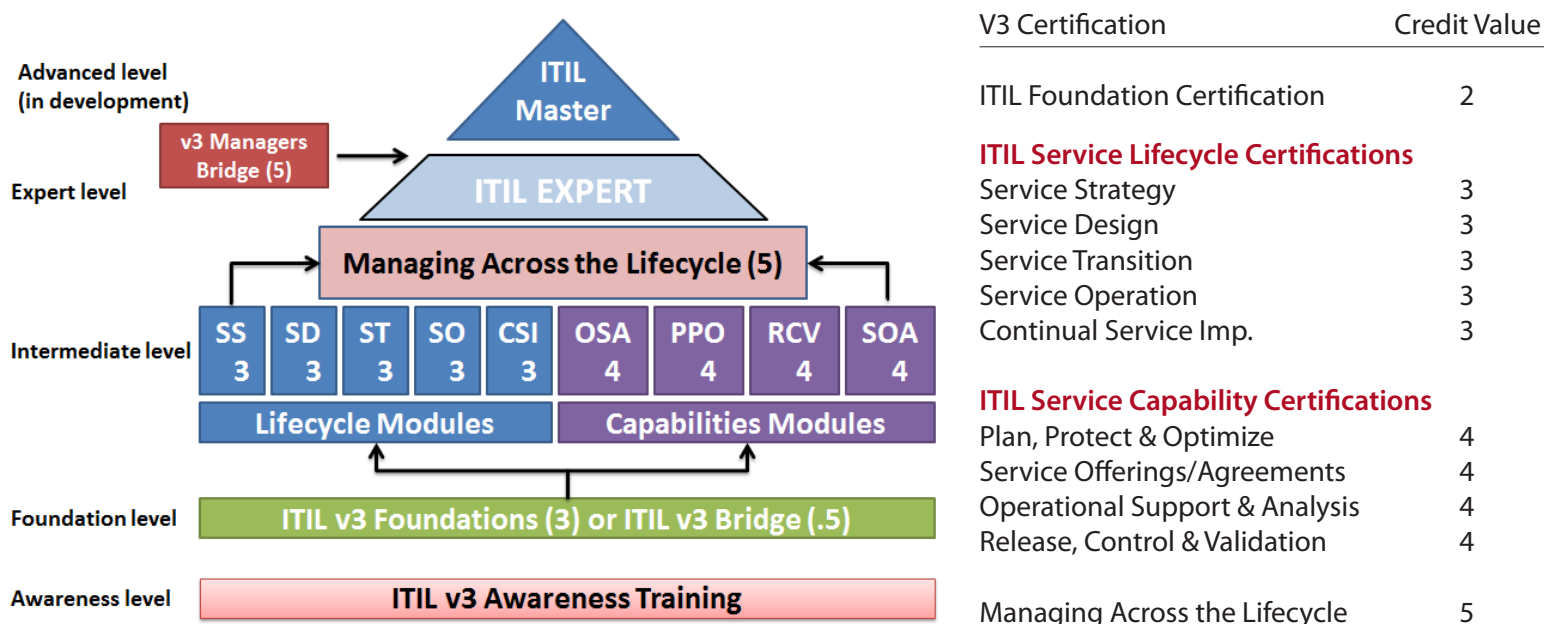# THE ITIL V3 CERTIFICATION ROAD MAP:
The path of the ITIL Master!

Fast Lane's path to the top level of ITIL expertise is the fastest method to achieve ITIL Expert level and beyond. Following this path gets you ITIL certified in less time, and more cost effectively, than any other ITIL Training company. How does Fast Lane do it? Using our Blended Learning approach, we have created a path that significantly accelerates your training and certification goals. Here are the requirements on the Fast Lane path to ITIL Master:

Achieve 22 Credits: enter the ranks of ITIL Expert!

V3 Certification	Credit Value
ITIL Foundation Certification	2
ITIL Service Lifecycle Certifications	
Service Strategy	3
Service Design	3
Service Transition	3
Service Operation	3
Continual Service Imp.	3
ITIL Service Capability Certifications	
Plan, Protect & Optimize	4
Service Offerings/Agreements	4
Operational Support & Analysis	4
Release, Control & Validation	4
Managing Across the Lifecycle	5

LEVEL DESCRIPTIONS

The Awareness Level: This level is intended for general audiences and supports ITIL adoption in an organization.
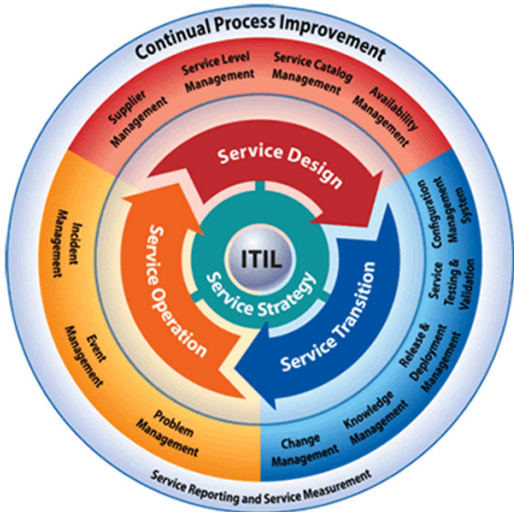
The Foundation Level: This level focuses on knowledge and comprehension to provide a good grounding in the key concepts, terminology, and processes of ITIL V3.

Intermediate Level: In the ITIL V3 Intermediate level, there are two streams: the Lifecycle and Capability streams. Both Intermediate streams assess an individual's comprehension and application of the concepts of ITIL V3. The Lifecycle stream is built around the five core OGC books: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operation (SO) and Continual Service Improvement (CSI).   The Capability stream is built around four clusters: Service Offerings and Agreements (SO&A), Planning, Protecting & Optimization (PP&O), Release, Control & Validation (RC&V) and Operational Support and Analysis (OS&A).

Expert Level: The course *Managing Through the Lifecycle* brings together the full essence of a lifecycle approach to service management. Once an individual has gained the requisite 22 credits through their education at Foundation, Intermediate and Managing through the Lifecycle, they will be awarded ITIL Expert status. No further examination or course is required. The Manager Bridge course covers the subject areas of all five Lifecycle stages, which are new to V3, and those existing subject areas of V2 which have undergone significant change in V3 .

Advanced Level: The Advanced Level Diploma will assess an individual's ability to apply and analyze the ITIL V3 concepts in new areas. This Advanced level is undergoing development.

FAST LANE'S COMPREHENSIVE
ITIL TRAINING AND CERTIFICATION SERVICES

Fast Lane, the leader in Advanced and Emerging technology training services, offers comprehensive ITIL training and certification, providing you multiple ways of attaining your learning objectives.
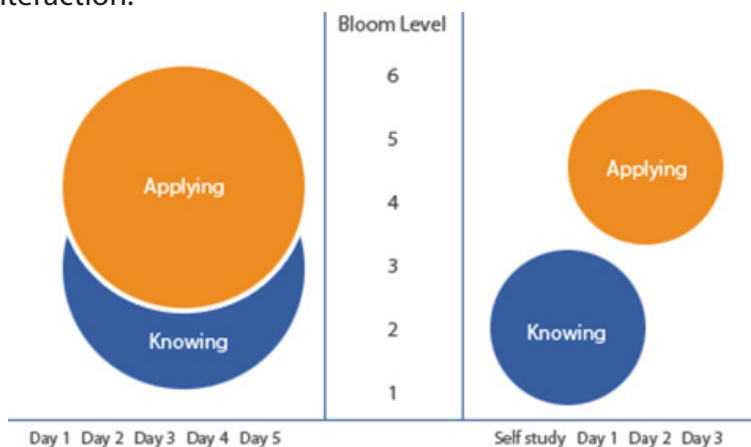
THE FAST LANE DIFFERENCE: BLENDED LEARNING

We help you and your organization acquire ITIL skills FASTER—

- Class time for Lifecycle courses is just 1.5 days (instead of 3 days)
- Class time for Capabilities courses is just 2.5 days (instead of 5 days)
- Flexible, on-demand access to high-quality, EXIN-accredited eLearning materials
- Classes are scheduled in clusters, allowing up to 3 Lifecycle courses in just 1 week!
- Significant savings by purchasing at the Track Level!

Our Blended courses leverage a mix of delivery mediums and logically structures training around Blooms' pyramid, providing a more-effective training design. Self-Paced eLearning modules allow participants to complete the "knowing" component of the course at a time and pace convenient to them. Upon completion of the eLearning, learners attend a classroom (physical or virtual) session to "apply" the core concepts through case studies, assignments, role-plays, and peer interaction.

The typical structure of an ITIL Capability Training course requires students to spend 5 days in a classroom

Fast Lane's blended courses reduce classroom time to 2.5 days and allows students to complete the self-study elements of the course at a time convenient to them.

Fast Lane

ITIL COURSE OFFERINGS

Based on Delivery Modality

Level	Programs	Classroom	Virtual Classroom	Blended	eLearning
Awareness	ITIL V3 Awareness Course	X	X		X
Foundation	ITIL V3 Foundation	X	X	X	X
	ITIL V2/V3 Foundation Bridge	X	X		X
Intermediate	RCV, OSA, SOA, PPO, SS, SD, ST, SO, CSI	X	X	X	X
Advanced	ITIL V3 managing Across the lifecycle	X	X	X	
	ITIL V3 Service Manager Bridge	X	X		
Expert	ITIL Expert Program		X	X	X

Blended Learning Courses

Course Title	ID	Duration
Blended ITIL® V3 Operational Support and Analysis Capability Course	OSABL	2.5 days + 10 hrs ELT
Blended ITIL® V3 Planning, Protection, and Optimization Capability Course	PPOBL	2.5 days + 10 hrs ELT
Blended ITIL® V3 Release, Control, and Validation Capability Course	RCVBL	2.5 days + 10 hrs ELT
Blended ITIL® V3 Service Offerings and Agreements Capability Course	SOABL	2.5 days + 10 hrs ELT
Blended ITIL® V3 Managing Across the Lifecycle Course	MALCBL	2 days + 8 hrs ELT
Blended ITIL® V3 Service Design Lifecycle Course	SDBL	1.5 days + 8 hrs ELT
Blended ITIL® V3 Service Operation Lifecycle Course	SOBL	1.5 days + 8 hrs ELT
Blended ITIL® V3 Service Strategy Lifecycle Course	SSBL	1.5 days + 8 hrs ELT
Blended ITIL® V3 Service Transition Lifecycle Course	STBL	1.5 days + 8 hrs ELT
Blended ITIL® V3 CSI Lifecycle Course	CSIBL	1.5 days + 8 hrs ELT
ITIL Expert Program: Blended Lifecycle Track	EXLIFE	10 days + 50 hrs ELT
ITIL Expert Program: Blended Capabilities Track	EXCAP	12 days + 52 hrs ELT

Instructor Led Classroom & Virtual Courses

Course Title	ID	Duration
ITIL® V3 Foundations Certification Course	ITILV3F	3 days
ITIL® V3 Service Manager Bridge Course	SMB	4 days
ITIL® V3 Operational Support and Analysis Capability Course	OSAC	5 days
ITIL® V3 Planning, Protection, and Optimization Capability Course	PPO	5 days
ITIL® V3 Release, Control, and Validation Capability Course	RCV	5 days
ITIL® V3 Service Offerings and Agreements Capability Course	SOA	5 days
ITIL® V3 Managing Across the Lifecycle Course	MALC	5 days
ITIL® V3 Service Design Lifecycle Course	SD	3 days
ITIL® V3 Service Operation Lifecycle Course	SO	3 days
ITIL® V3 Service Strategy Lifecycle Course	SS	3 days
ITIL® V3 Service Transition Lifecycle Course	ST	3 days
ITIL® V3 CSI Lifecycle Course	CSI	3 days
ITIL® v3 Awareness Course	ITILA	1/2 day

Why Fast Lane?

As operational requirements and newer technology adoption has escalated within the data center, it is critical that related IT training be available to support successful business continuity. Having in-depth expertise in Cisco, VMware, and NetApp technologies, Fast Lane is in a unique position to be able to offer a portfolio of training courses that cover your data center and virtualization training requirements.

LEADERS IN ADVANCED AND EMERGING TECHNOLOGY

Fast Lane has earned a reputation as the go-to company for sophisticated IT projects, entailing both consultation and training programs. No matter what your company's IT requirements might be, Fast Lane has the skills and experience to help achieve your company's business goals. Fast Lane consultation services advise companies on the select ion of future-focused IT solutions, providing support throughout the development phases to ensure organizations are getting maximum return on investment from their IT infrastructure.

QUALITY ASSURED

A comprehensive evaluation system ensures Fast Lane always delivers education to the most rigorous quality standards. With professional experience and excellent teaching skills, all of our instructors and consultants transfer knowledge efficiently and effectively.

EXPERTISE

Virtualization and data center, voice, video and unified communications, security, wireless or optical technologies—whatever specialized insight, skills, and consulting you may need, Fast Lane has the ability to support your requirement.

OUR AIM

Working with Fast Lane is always a great experience. We are committed to customer service and a quick response to all client enquiries. We can deploy troubleshooting experts within a few hours and organize on-site training within 24 hours.

SHOULDN'T YOU LEARN FROM THE BEST IN THE BUSINESS?

Fast Lane, a leading provider of advanced IT training courses, offers complete authorized training solutions for Cisco, NetApp, IBM, VMware and Ubuntu. This allows Fast Lane to uniquely offer multivendor courses that address today's real-world IT challenges. Fast Lane is the fastest-growing Cisco Learning Solutions Partner (CLSP) and the only CLSP authorized in all eight of Cisco's geographic regions.

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