

ITIL v2-v3 Foundation Bridge Course

Course Overview

This new ITIL® v3 Foundation Bridge course offers students a fast track to ITIL Version 3 Foundation Certificate credits.

The course highlights the new topics in ITIL v3 and the main differences from earlier ITIL versions. It introduces the Service Lifecycle approach and the five stages within this lifecycle.

Course Duration and Structure

This is a one-day course that includes the official (APMG) exam. It is instructor-led and classroom-based.

Course Objectives

The objectives of the course are:

- To understand the main concepts, processes, functions, benefits and challenges of ITIL v3
- To gain insight into the holistic Service Lifecycle approach at the heart of ITIL v3
- To understand how the described processes and functions help to bringing excellence to ITSM
- To prepare participants for the certified ITIL v3 Foundation Bridge examination.

Course Content

The following Modules are included in this course:

- Module 1 – Introduction
- Module 2 – Service Lifecycle
- Module 3 - Service Management as a Practice
- Module 4 – Key Principles, Models and Concepts
- Module 5 – Lifecycle Phases
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

- Modules 6 – Service Capabilities
 - Service Offerings and Agreements
 - Planning, Protection and Optimization
 - Release, Control and Validation
 - Operational Support and Analysis
- Module 7 – Service Management Technology
- ITIL qualification scheme
- Practice examination
- Foundation Bridge examination

Who Should Attend

The ITIL v3 Foundation Bridge course is aimed at existing holders of ITIL Foundation (and Practitioner) Certificates from earlier ITIL versions who wish to gain knowledge and understanding of the new content of ITIL v3.

Benefits of Attending

This is a one-day course that includes the official (APMG) exam. Success in the examination allows students to progress through the ITIL Service Capability Modules and/or the ITIL Service Lifecycle Modules to achieve their *ITIL Service Management Expert* accreditation.

Course Documentation

Students will receive a copy of the course material.

Class Size

6 to 20 students

Language

English

Attendance and Certification Criteria

Students must provide an ITIL Foundation Certificate from an earlier ITIL version and answer correctly at least 13 of the 20 questions in the 30 minute multiple-choice examination.

Course Instructors

All instructors are fully accredited through both EXIN and ISEB and hold the Manager's Certificate in IT Service Management.