

ITIL® V3 Foundation Bridge

The Office of the Government Commerce, UK (OGC - the official owner of ITIL®) commissioned a program to review the best practice framework (referred to as ITIL® V2) for managing information technology and systems activities. The result was the launch of five core books in May 2007, referred to as ITIL® V3, for service management practice.

The 1-Day ITIL® V3 Foundation Bridge Course is designed to give candidates a fast track route to an ITIL® V3 Foundation certificate level of knowledge. The course highlights the new topics in ITIL® V3 and the main differences from earlier ITIL® versions.

The main focus of ITIL® V3 Foundation Bridge will be the NEW content of ITIL® V3 and those things that have changed. This course will cover NEW content of the ITIL® V3 and content known from previous ITIL® versions, but with some differences.

Examination

At the end of the course, participants' will write the final ITIL® V3 Foundation Bridge examination, comprising of 20 multiple choice questions, from which delegates are required to score 13 points (equivalent to 65%) to be awarded ITIL® V3 Foundation Certificate in IT Service Management.

LEARNING OBJECTIVES

Participants will gain practical skills in the following areas:

- Service Management as a practice (Awareness)
- Service Lifecycle (Awareness)
- Key Principles and Models (Awareness)
- Generic Concepts (Awareness)
- Selected Processes (Awareness)
- Selected Roles (Awareness)
- Selected Functions (Awareness)
- Technology and Architecture (Awareness)
- ITIL® Qualification scheme (Awareness)

WHO SHOULD ATTEND

The ITIL® V3 Foundation Bridge course is appropriate for individuals who:

- Hold the ITIL® Foundation Certificate from earlier ITIL® versions who want knowledge and understanding of the new content of ITIL® V3.

PREREQUISITE

This qualification is only available to candidates who already hold the Foundation Certificate in IT Service Management from previous versions of ITIL®.

MATERIALS

You will receive a course binder containing course notes, exercises, and suggested solutions.

WHAT YOU WILL LEARN

Course Introduction and Introduction

The Service Lifecycle

The Lifecycle Phase: Service Strategy

- Functions and Processes in Service Strategy
- Service Portfolio Management (SPM)
- Demand Management

The Lifecycle Phase: Service Design

- Functions and Processes in Service Design
- Service Catalogue Management
- Information Security Management
- Supplier Management

The Lifecycle Phase: Service Transition

- Functions and Processes in Service Transition
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management

The Lifecycle Phase: Service Operation

- Functions and Processes in Service Operation
- Event Management
- Request Fulfillment
- Access Management

The Lifecycle Phase: Continuous Service Improvement

- Functions and Processes in Service Operation
- The 7 step improvement process

Review, Wrap Up and Mock

ITIL® V3 Foundation Bridge Examination