



# 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

## FOR MORE INFORMATION

Procept Associates Ltd.

1-416-693-5559

info@procept.com

www.procept.com