

ITIL® V3 Foundation “Bridge” Program (Certification Program – 2 Days)

Course Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

ITIL® version 3 suggests many improvements over previous versions, including a focus on business and IT integration and a holistic Service Lifecycle approach. This course focuses on the new ITIL® V3 concepts and contents and the main differences between ITIL® V2 and V3.

Included in this course is the ITIL® V3 Foundation “Bridge” formal certification exam.

Duration

Two days

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

This two-day course is only intended for existing holders of the ITIL® V2 Foundation Certificate in Service Management who wish to get an equivalent of their ITIL® V2 Foundation certificate to V3 Foundation

Prerequisites

- ITIL® V2 Foundation certificate

Program Content and Objectives

An effective lecture designed at achieving a clear understanding of the new ITIL® V3 Best Practice and Service Management lifecycle model, the required knowledge and pre-requisite to prepare for the ITIL® V3 Foundation Certification exam

- Overview of ITIL® V3 drivers
- Key differences between ITIL® V2 and ITIL® V3 – What are the major changes?
 - New concepts, definitions and terminology
 - Key interfaces, processes and functions
- Overview of:
 - The Service Lifecycle approach and components of each stage within the lifecycle
 - The benefits of adopting ITIL® V3 Best Practice
 - The main components (the new books) within the 5 stages in the lifecycle:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Key roles and responsibilities
- Technology and Architecture considerations
- The future of ITIL® Qualification

Program Material (handout)

- This training program includes the following as reference documentation:
 - Program slide presentation
 - Exam study guide
 - ITIL® V3 acronyms and glossary
 - Sample examination questions and answers

Simulation and practical application

- We provide the students with real life experiences; we use the client issues and problem as “Case study” example for the purpose of discussion to show the value of using best practice