



## ITIL Training

# V2/V3 Foundations Bridge Certification – Classroom Training Course

## ITIL® Version 3.0

ITIL version 3.0 represents the second major refresh of ITIL®, an industry recognized framework of “good practices” guidance for IT Service Management. With its introduction in 2007, ITIL Version 3.0 extends ITIL “good practice” guidance to address advancements in technology and the emerging challenges of IT service providers. It delivers significant improvements in its approach to IT Service Management and enhances the ITIL framework to better support the implementation of ITSM.

## Course Descriptions

The ITIL v3 Foundation Bridge course is a one and a half (1.5) day instructor led course that provides IT professionals with a fast track method to upgrade their ITIL v2 Foundations certification to ITIL v3. The course presents the new concepts and guidance introduced with ITIL v3, highlights new processes, identifies the key differences between ITIL v2 and ITIL v3 approaches to service management, and prepares attendees for the ITIL V3.0 Foundation Bridge Certification exam.

The ITIL v3 Foundation Bridge certification exam is a twenty (20) question multiple choice exam that is included with and will be administered at the completion of the course.

## Course Accreditation

ITIL v3 Foundation Bridge course has been reviewed and accredited for use as a vehicle for individuals that wish to upgrade their ITIL v2 Foundation certification to ITIL v3 Foundation. All InteQ instructors are experienced ITIL consultants that enhance the classroom experience with real world examples

## Course Learning Objectives

After completing this training individuals will:

- Understand the ITIL v3 framework
- Understand the reasons an ITIL upgrade was necessary
- Be able to describe the Service Lifecycle and the objectives, key concepts, activities of each lifecycle stage
- Identify Service Management processes and understand how they map to the Service Lifecycle.
- Understand the objectives, concepts, high level activities of the new ITIL v3 processes
- Identify the main differences between ITIL v2 and ITL v3
- Be prepared for the completion of the ITIL Foundation Certification exam



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## Course Outline

The ITIL v 3 Foundation Bridge course is a one and a half (1.5) day course. The course outline is shown below.

- Introduction to ITIL Version 3.0
- Service Management as a Practice
- ITIL and the Service Lifecycle
- Service Strategy
- Service Design
- Service Operations
- Continual Service Improvement
- IT Operation Functions & Roles
- Key Differences i.e. ITIL v2 vs. ITIL v 3
- Exam Review
- Certification Exam

## Course Material

Each attendee will receive:

- **Student Guide:** Presentation slides, glossary of terms and acronyms, supplemental materials
- **Reference:** The *IT Service Management based upon ITIL v3 – A Pocket Guide* published by itSMF International.
- **Exam Preparation:** ITIL v3 Foundations Practice exam Provided by **APMG®** to prepare for the ITIL v3 Foundation Bridge exam

## Course Prerequisites

IT professional taking this course must be ITIL v2 Foundation certified.

## Course Audience

ITIL v 2.0 certified IT professionals that wish to:

- Implement ITSM based upon ITIL v 3.0
- Keep their level of knowledge of ITSM “good practices” current
- Take advantage of other ITIL Version 3.0 certification programs

*Note: This class is recommended for those who have actively used, or were recently certified in ITIL V2 foundations. It is recommended that students who need to refresh the knowledge gained during their V2 Foundations Certification course take the 3 day V3 Foundations course instead of the 1 day Bridge course.*

## About ITIL

The IT Infrastructure Library (ITIL) is considered a de facto standard for ITSM and is practiced by organizations worldwide. ITIL is a proven set of guidance and best practices developed in the late 1980s by the United Kingdom Central Computer and Telecommunications Agency (CCTA). The CCTA, which is part of the U.K. government, recognized a need to provide a standard qualification before hiring employees and consultants. CCTA also understood that other public and private sectors would also need similar qualifications. ITIL is seen as a way to reduce costs while maintaining and improving quality of service.