



## Course Outline

### ITIL Foundation Bridge from 2.0 to 3.0

#### Class Overview

ITIL v3 Foundation Bridge Course is a one-day, instructor-led course introducing ITIL v3, focusing on how it differs from ITIL v2. This course:

- Covers the new service lifecycle approach to implementing new and changed services
- Outlines all changes to existing processes
- Covers all new processes
- Prepare delegates for the ITIL v3 Foundation Bridging Certificate in IT Service Management examination, held at the end of the day.

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#### Objectives

To cover the changes in ITIL v3, thus enabling students to see key differences and benefits within the new version. Focus will be on the new five stage service lifecycle approach to implementing new and changed services as well as understand key new concepts, functions, processes and changes to existing processes.

**Topics:** ITIL v3 overview; Drivers and links to v2; Key components of v3; Benefits of v3; RACI Model and Organizational Business connections; Overview of lifecycle approach, core books and understandings:

#### Service Strategy

- Service Economics, ROI, Service Portfolio Management, and Demand Management

#### Service Design

- Service Catalogue Management, SLM, Availability Management, IT Service Continuity Management, Supplier Management, Information Security Management, and Capacity Management

#### Service Transition

- Best Practices in Release Management, Change Management, Program/Project Risk Management, Service Asset and Configuration Management, CMS, DML and the Spares Store

#### Service Operation

- Incident, Problem, Event, and Access Management, Request Fulfillment and the Service Desk

#### Continual Service Improvement

- Review, Audit, and Metrics through the Continual Service Improvement; New/changed concepts and new definitions and terms



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### ITIL v3 Foundation Bridge Examination

- A 20 question, multiple choice, 30-minute proctored exam; candidates must get 13 or more correct to pass.

#### **Audience**

People taking this class are ITIL v2 Foundation certified and interested in the new elements of ITIL v3. This course gives candidates a fast track to an ITIL v3 Foundation certificate level of knowledge.

#### **Prerequisites**

Students must hold the ITIL v2 Foundation Certificate in IT Service Management. Candidates must provide their ITIL v2 Foundation certificate number upon registration and bring photo identification to class.

#### **Course Length**

1 Day