

ITIL® v3 One Day Bridge Programme

Course Duration: 1 day – APMG Accredited Programme

Course Description: This bridging session explains the differences between Version 2 and Version 3. It addresses new Service Management concepts, the revised Lifecycle perspectives and explains each stage of the lifecycle. It addresses Key principles & models, Core Concepts & definitions and core processes of each stage in the IT Information Library (ITIL®) service Lifecycle.

Course Overview: This course explains the differences between ITIL® Version 2 and Version 3. It describes the revised Lifecycle approach, new areas / considerations and the potential impact for existing ITIL® aligned environments. The high level approach helps the student understand the potential benefits and implications of ITIL® Version 3.

Pre-requisite Entry Criteria: Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (Version 2) which shall be presented as documentary evidence to gain admission.

Pre-requisite Pre-course: There are no Pre-requisites for Pre-course reading material for ITIL®v3 Foundation Bridge.

Target student: This course is designed for individuals who have knowledge of ITIL® (Version 2), and who are accredited at the Foundation level.

Delivery Method: The session will commence by highlighting the new / revised Service Management concepts which underpin the ITIL® framework, including a high level explanation of the Service Lifecycle. It will then focus on the goals, benefits, concepts, definitions and processes of each of the lifecycle stages. The relationships and interdependencies between the lifecycle stages and processes will also be discussed. Finally the delivery will include a brief discussion of the importance and roles of Function, Roles, Organisation considerations, Technology and Architecture in the new definition of ITIL®

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Performance-Based Objectives: Lesson objectives help students become comfortable with the course, and also provide a means to evaluate learning. Upon successful completion of this course, students will understand:

- Revised / Additional Service Management Concepts
- The Lifecycle Approach to Service Management
- The goals, activities and benefits of each of the Lifecycle stages
- Appreciate the differences between ITIL® Version 2 and Version 3.

Session Content

- Introductions
- Overview of Version 2 & Version 3
- The Lifecycle Approach to Service Management (Similarities & Differences)
- New / Revised Service Management concepts
- Service Strategy – Objectives, value, principles & models, concepts, processes
- Service Design – Objectives, value, principles & models, concepts, processes
- Service Transition – Objectives, value, principles & models, concepts, processes
- Service Operation – Objectives, value, principles & models, concepts, processes
- Continual Service Improvement – Objectives, value, principles & models, concepts, processes
- Functions, Roles & Organisation
- Technology & Architecture

Examination

The course is fully accredited by the APM Group. The exam is structured as follows:

- The exam is 20 questions over 30 minutes.
- The pass mark for this exam is 65% (13 out of 20)

On successful completion of the course the participant will receive the ITIL® Foundation v3

