

## ITIL® v3 Managers Bridge Course

**Course Duration: 4 days – APMG Accreditation Programme**

**Course Description:** This qualification will bridge the gap between the ITIL Manager's Certificate in IT Service Management and the ITIL Diploma in IT Service Management. This course is only intended for those holding a valid ITIL Manager's Certificate in IT Service Management based ITIL versions 1 and 2. Students wishing to progress to the Advanced ITIL Diploma in IT Service Management must provide documentary evidence of attaining this qualification (and the earlier Manager's Certificate) before being allowed to progress to the Advanced Diploma level.

**Target Group:**

The target group of the ITIL Bridge Qualification: ITIL v1/v2 Managers to ITIL v3 level

- Individuals who already hold the Manager's Certificate in IT Service Management at an earlier ITIL version, who wish to obtain the ITIL Diploma in IT Service Management, thereby demonstrating their knowledge of ITIL v3.

This may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners

**Entry Criteria:** This qualification is ONLY available to candidates who already hold the Manager's Certificate in IT Service Management. The examination has been written on the basis that in preparing for the examination all candidates will have attended an accredited training course and will have read the ITIL Service Lifecycle Practices core guidance which includes:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Introduction to the Service Lifecycle (Optional but recommended)

**Pre-requisite Pre-course reading material:** Pre-requisite for Pre-course reading material is required.

**Syllabus:** The syllabus will guide the design, development and use of training materials as well as training aimed at raising understanding of, and competence in, IT Service Management as described in the ITIL Service Strategy, ITIL Service Design, ITIL Service Transition, ITIL Service Operation, ITIL Continual Service Improvement, ITIL Introduction and ITIL Glossary publications. The syllabus has been designed for ease of reference, extensibility, and ease of maintenance in mind. The Managers-Diploma bridging syllabus is based upon the Foundation bridging syllabus (as the Manager-Diploma training and qualification encompasses the Foundation bridge – candidates already qualified at Managers level do not therefore have to separately attend the Foundation Bridge). The syllabus is however broader and will train and test skills at a greater depth of understanding, appropriate to a Manager’s level qualification. The main focus of the Managers-Diploma Bridge will be the NEW content of ITIL v3 and those things that have changed. The syllabus is therefore in two parts:

- Part 1 covers those things that are new to ITIL v3 that will form the main focus for the qualification.
- Part 2 covers those things that were well known at v2, but with some significant differences.

The training/qualification will focus only on those elements that have changed.

**Course Specification: Attendees will gain knowledge and an overview in the following:**

### **Part 1: New at ITIL v3**

1. Introduction
2. Service Management as a practice
3. The Service Lifecycle
4. Generic concepts and definitions
5. Key Principles and Models
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement
6. Processes
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement
7. Functions
8. Roles & Organization

9. Technology and Architecture
10. Implementation Considerations
11. Complementary Industry Guidance
12. Mock exam

## Part 2: Significant Changes at ITIL v3

13. Generic Concepts
14. Processes
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
15. Format of the Examination

**Examination:** Candidates for the ITIL Managers Bridge Qualification must complete the successfully pass a multiple choice examination to achieve certification. There are 20 questions with a requirement of 16 (80%) correct answers to pass. The exam is of 90 minute duration.

