

Course Description

ITIL® V3 FOUNDATION BRIDGING COURSE IN IT SERVICE MANAGEMENT

Course Schedule

To be determined

Introduction

The ITIL v3 Foundation course is designed for those holding an ITIL v2 Foundation certificate. It provides the attendees the opportunity to get across the new and revised material and sit the bridging exam. Thus, the candidates will be able to undertake further ITIL v3 training as it becomes available.

The five ITIL v3 core books include – besides new content – revised material from the previous seven core books, so there are not so well-known topics coming from books like ICT Infrastructure Management, Application Management and the Business Perspective. As a result, most candidates will find that ITIL v3 contains new or extensively updated content.

Target Audience

The ITIL V3 Bridging Course is provided to give candidates a fast track route to an ITIL® version 3 Foundation certificate level of knowledge. This course is only intended for existing holders of ITIL Foundation Certificates from earlier ITIL versions.

The ITIL v2-v3 Foundation Certification Bridge is the mandatory entrance criteria for future ITIL v3 certificates like the Service Lifecycle and Capabilities modules.

The target group of the ITIL® V3 Foundation Bridging course is existing holders of ITIL Foundation Certificate from earlier ITIL versions who want

knowledge and understanding of the new content of ITIL version 3. It is provided as a one day course with a test at the end.

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the components related to this certification.

- Service Management as a practice (Awareness)
- Service Lifecycle (Awareness)
- Key Principles and Models (Awareness)
- Generic Concepts (Awareness)
- Selected Processes (Awareness)

- Selected Roles (Awareness)
- Selected Functions (Awareness)
- Technology and Architecture (Awareness)
- ITIL Qualification scheme (Awareness)

The non-for-profit association itSMF is the main support point for ITIL best practices <http://www.itSMF.com>

Course Description

The Bridging training is based on the ITIL® version 3 Foundation. The main focus of the Bridging course is the new content. It also provides an overview of the main differences on topics known from earlier ITIL® versions. The course consists of three main parts:

Part 1: The first part presents the NEW content of the ITIL® V3 that is the main focus for the Foundation Bridge Course in IT Service Management.

Part 2: The second part presents content well known from previous ITIL versions, but with some major differences to cover.

Part 3: The third part presents content that remains unchanged since previous versions. This content should be considered well known, and is not covered in the ITIL® V3 Foundation Bridge Course in IT Service Management.

Course content

Part 1: New content on ITIL v3

Introduction to ITIL v3

- Background and development of ITIL v3
- Why ITIL need to change
- Understanding the new structure of ITIL
- Service Management as a practice
- Defining the concept of a Service
- The new ITIL v3 Qualification scheme

The Service Lifecycle

- The five Lifecycle phases
- Describing the structure, scope, components and interfaces in the ITIL Library
- The objectives and business value for each Lifecycle phase

The main objectives of the five phases

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Service Strategy

Concepts, Key principles and Models

- New v3 content: Utility and Warranty, Resources and Capabilities, Service Portfolio
- Service Assets as the basis for Value Creation

- Fundamentals of Value Creation through Services
- Business Case
- The Service Model

Process

- Strategy Generation: The four main activities
- Service Portfolio Management: Objectives and roles
- Demand Management: Objectives and roles

Service Design

Concepts, Key principles and Models

- The five major aspects of Service Design
- Service Sourcing approaches and options
- The Service Design Package

Processes

- Service Catalog Management: Objectives and roles
- Information Security Management: Objectives and roles
- Supplier Management: Objectives and roles

Service Transition

Concepts, Key principles and Models

- Explaining the Service V model
- The Service Knowledge Management System
- The Configuration Management System
- Definitive Media Library

Processes

- Release and Deployment Management: Objectives and roles

Service Operations

Concepts, Key principles and Models

- Conflicting balances in Service Operation
- Event
- The role of Communication in Service Operation

Processes

- Event Management: Objectives and roles
- New to ITIL v3: Request Fulfillment: Objectives and roles
- Access Management: Objectives and roles

Functions

- Service Desk
- Technical Management to manage the infrastructure
- Application Management and the Software Management Lifecycle
- IT Operations Management

Continual Service Improvement (CSI)

Concepts, Key principles and Models

- Explaining the CSI model
- IT Governance across the Lifecycle
- Measuring for CSI: Business value and Baselines

- Types of metrics: technology, process and service

Processes

- The seven step improvement process

Roles

- Service Owner
- RACI Model

Part 2: Key differences from ITIL v2

Service Strategy

- Service Catalogue (Business Service Catalogue and Technical Service Catalogue)
- Service Provider (The 3 main types of service providers)

Service Transition

- Change Management: Objectives, activities and challenges
- The seven R's of Change Management
- Change types (Normal, Standard and Emergency)

- Service Asset and Configuration Management: Information structure

Service Operation

- Removal of two sub processes: Problem Control and Error Control

Part 3: Expected knowledge from the ITIL v3 Foundation course

- Service Management as a practice
- Generic Concepts and Definitions
- Key Principles and Models
- Processes
- Roles
- Technology and Architecture

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