



DEEP CREEK CENTER

Delivering Results

ITIL® V3 CERTIFICATION: **FOUNDATION BRIDGE**

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COURSE DESCRIPTION

This 2 day certification training program enables ITIL Version 2 certified students to upgrade their Foundation certification to Version 3 of the IT Infrastructure Library. Accredited by CSME, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

This course features lectures, discussion, case study team exercises and quizzes. It culminates with an optional, one-hour certification examination.

COURSE OUTLINE

Continual Service Improvement

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

Service Operation

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

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 Strategy

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

Service Design

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

WHO SHOULD ATTEND

Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

PREREQUISITES

All students will be required to submit a copy of their V2 Foundation certification prior to attending the class.

EXAM

An optional, twenty question, 1-hour closed book multiple choice examination can be administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board (ISEB).

REFERENCE MATERIAL

The student workbook and other ITSM-related study material and mentoring sessions are available for purchase prior to, or during, the class.

CREDITS EARNED

- 0.5 ITIL Expert Credits
- 6 PDU Credits

Program Accredited By 

ITIL® courses are offered through itSM Solutions LLC, which is an accredited training provider.