



# DEEP CREEK CENTER

Delivering Results

## ITIL® V3 CERTIFICATION: SERVICE MANAGER BRIDGE

*ITIL® and IT Infrastructure Library® are Registered Trade Marks of the Office of Government Commerce in the United Kingdom and other countries.*

### COURSE DESCRIPTION

This 5 day, certification training program enables ITIL Version 2 certified Service Managers to upgrade their Service Manager certification to Version 3 of the IT Infrastructure Library. Accredited ISEB, 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.

The Manager Bridge course covers the subject areas of all five Lifecycle stages which are new to V3 and those existing subject areas of V2 which have undergone significant change in V3. This qualification will bridge the gap between the ITIL V1 or V2 Service Manager Certificate in IT Service Management and the ITIL Expert certification in IT Service Management. The V2 to V3 Service Manager bridge subject areas include:

- **Service Management as a practice:** Understand and articulate Service and be able to explain the concept of Service Management as a practice
- **Service Lifecycle:** Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle
- **Generic Concepts & Definitions:** Comprehend and be able to articulate some of the key ITIL terminology and concepts, and show how these concepts can be used as part of a successful IT Service Management (ITSM) project
- **Key Principles & Models:** Comprehend and be able articulate the key principles and models of ITSM and some of the opposing forces within ITSM
- **Processes:** Understand the objectives, scope, concepts, activities, key metrics, roles and challenges for all of the ITIL V3 processes. This unit will also briefly cover some processes carried over from ITIL V2, so as to allow the interfacing and collaboration between all of the processes
- **Functions:** Understand the role, objectives, organizational structures, staffing and metrics of ITIL V3's four functions (e.g. Service Desk)
- **Roles & Organization:** Understand each role and the responsibilities of each of the roles in ITSM (e.g. Service Owner)
- **Technology & Architecture:** Understand the generic requirements for an integrated set of ITSM Technology, and how Service Automation assists with integrating ITSM processes

- **Implementation Considerations:** Understand the implementation issues and considerations for the different lifecycle phases
- **ITIL Qualification scheme:** Understand the ITIL Qualification scheme, the purposes of the two intermediate streams, the certificates and diplomas, and the different options for further training
- **Complementary Industry Guidance:** Understand how ITIL V3 interfaces and can be used alongside complementary industry guidance (i.e. COBIT®, ISO/IEC 20000, CMMI)

## WHO SHOULD ATTEND

Individuals who already hold the Manager's Certificate in IT Service Management at an earlier ITIL version, who wish to obtain the ITIL Expert in IT Service Management, thereby demonstrating their knowledge of ITIL V3.

Individuals who hold sufficient v2 Practitioner Credits and would like to obtain the ITIL Expert qualification by successfully completing the V3 Managers Bridge and The Managing Across the Lifecycle accredited courses and examinations.

## PREREQUISITES

ITIL V3 Foundation Certificate in IT Service Management, 17 credits from previous certification classes along with IT or ITSM operational experience.

## EXAM

An optional, twenty question, 90 minute, scenario based, complex multiple choice examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board (ISEB). Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded five credits towards ITIL Expert® certification upon successful completion of the exam.

## REFERENCE MATERIAL

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

## CREDITS EARNED

- 5 ITIL Expert Credits
- 38 PDU Credits

Program Accredited By 

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