ITIL® V3 Service Manager Expert "Bridge" Program Certification Program - 5 Days

Course Overview

Since early 1990, ITIL® has been evolving from the focus of Functions and Processes under versions 1 and 2 to Service Lifecycle Management under version 3. This qualification program will bridge the subject matter content gap between the ITIL® Service Manager's Certificate version 2 and the ITIL® Expert Certification of IT Service Management version 3.

Through lectures and simulation exam questions the course offers a comprehensive coverage of the gaps between ITIL® V2 and the new ITIL® V3 concepts and contents including the introduction of the Service Lifecycle, objectives and business value for each of its phases.

Included in this course is the ITIL® V3 Service Manager "Bridge" formal certification exam

Duration

Five day classroom training with examination held at the end of the 5th day

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

Individuals who already hold the Service Manager's Certificate in IT Service Management at an earlier ITIL® version, who wish to obtain the ITIL® V3 Expert certificate in IT Service Management.

This may include, but not limited to:

- Executives, CIO and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers

Prerequisites

- This qualification is ONLY available to candidates who already hold the Service Manager's Certificate in IT Service Management from earlier versions.
    - Note that it is highly recommended participants prepare for this class by reading the ITIL® OGC V3 publications

Program Objectives

The main focus of the Service Manager's Expert Bridge program is the GAP between the new content, additions and changes of ITIL® V3 versus the content of ITIL® V2.

A series of effective lectures designed at achieving a clear understanding the new ITIL® V3 Best Practice and Service Management lifecycle model, processes and functions, including:

- The objectives, scope, concepts, activities, key metrics (KPI's) and challenges for all of the ITIL® V3 processes and functions.
- The business value of ITSM Good Practice, the definition of a Service and the concept of Service Management as a practice.
- The basics of Value Creation through Services.
- The identification of Business Requirements and design of Service Solutions.
- Implementation considerations and issues throughout the lifecycle and related processes.
- How ITIL® V3 interfaces with other industry guidance such as COBIT® , ISO/IEC 20000, etc.
- How new V3 concepts can be used as part of a successful ITSM project or in successful operation of ITSM processes.
- The key principles and balance of some of the opposing forces within Service Management.
- How to evaluate and explain Service Provider Types.
- Designing supporting Management Systems and tools and evaluate the generic requirements for an integrated set of Service Management Technology.
- How Service Automation can assists with integrating Service Management processes.
- Consideration for planning & implementing Service Management technologies.

Program Contents

The evolution of Service Management

- Definition of Service and Service Management
- Service Management as best practice
- The importance of adopting a service and continual improvement culture and approach
- Interface to other framework and standards (i.e. ISO/IEC 20000)
- Objectives and business value

The Service Lifecycle

- The main components (the new books) within the 5 stages in the lifecycle:
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement

Key Principles of IT Service Management

- Types of service providers
- Five key aspects of Service Design

- The 7 "Rs" of Change Management
- Service "V" model
- Continual Service Improvement model
- The need for IT Governance and control
- Process development characteristic and guidelines
- Organizational structure
- Key roles and responsibilities
- Technology and Architecture considerations

Overview of the ITIL® functions

- Service Desk
- Application Management,
- Operations Management
- Technical Management

Basic concept, objectives and activities of ITIL® processes

- Key changes to existing version 2 processes, as well as the new ITIL® V3 processes
- Service Management
- Service Portfolio Management
- Service Catalogue Management
- Supplier Management
- Information Security Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Event Management
- Request Fulfillment
- Access Management
- The 7 step improvement process

Including a sample examination and preparation to re-enforce the knowledge gained.

The format of the examination for the Bridge Qualification consists of a complex multiple choice, closed book paper of 20 questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 105 minutes to allow use of a dictionary.) The pass mark will be 80% or more - 16 or more correct answers.

Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- ITIL® V3 acronyms and glossary

- Sample examination questions and answers

Simulation and practical application

- We provide the students with real life experiences; we use the client organization as "Case study" example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.