

Course Fact Sheet – ITIL v2-V3

Service Manager Bridge

30 PMI PDUs – 5 Credits

In this intensive 4/5 days, instructor led classroom course, participants will learn the principles and core content of the Service Lifecycle approach to IT Service Management according to ITIL v3, along with the changes from previous versions of ITIL. Through a combination of lecture and interactive exercises, candidates are prepared for taking and passing the ITIL v3 Manager Bridge exam. The exam is available as an option at the end of the course.

The ITIL Version 3 Service Manager Bridge Course offers candidates a fast track to update their ITIL Service Manager qualification, and gain recognition at the new ITIL Expert certification level. This qualification bridges the gap between the ITIL Manager's Certificate in IT Service Management (versions 1 & 2) and the ITIL Expert certificate in IT Service Management (ITILv3). This course is also available to holders of previous certifications at the Practitioner level, when the total number of recognized credits is 12 or higher.

The course is designed to teach the new content of the ITIL v3 Service Lifecycle, and to bridge all the main differences from earlier ITIL versions. It introduces the Service Lifecycle approach and the five stages within this approach: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

Course runs 9:00 – 5:00 each day – exam is scheduled from 3:30 – 5:00 on the last day

Learning Objectives

The main focus of the course is on the new content of ITIL v3 and those things that have changed from previous ITIL versions.

The syllabus is presented in two parts:

- Part 1 covers those items that are new to ITIL v3 that will form the main focus for the qualification.
- Part 2 covers those items that were well known at ITIL v2, but with some significant differences. The training/qualification will focus on those elements that have changed.

Candidates will gain competencies in following areas:

- Understand the reasons for the ITIL v3 update
- Learn the concepts of Service Management as a Practice
- Understand the Service Lifecycle at the core of ITIL v3
- Be confident in the general concepts, definitions, key principles and models of ITIL v3
- Understand how the Service Management processes and functions contribute to the Service Lifecycle and be able to explain the objectives, scope, concepts, activities, key metrics (KPI's), roles and challenges for all of the ITIL v3 processes
- Learn how technology enables the Service Lifecycle and how other complimentary guidance align with ITIL v3
- Understand implementation considerations
- Prepare for the ITIL v3 Manager Bridge examination.

Audience

The target audience of the ITIL Service Manager bridge qualification, are individuals who already hold the Manager's Certificate in IT Service Management at an earlier ITIL version (1 or 2), who wish to obtain the v3 ITIL Expert certification. Individuals certified in previous versions of ITIL at the Practitioner level can also enter this course with a minimum of 12 credits.

Prerequisites

Manager's Certificate in IT Service Management (ITIL versions 1 or 2).

Candidates must provide proof of attaining previous qualifications before registering for the course.

Candidates are expected to be familiar with the content of the five ITIL Service Lifecycle Core publications.

With a minimum of 12 credits from v1-v2 Practitioner (single or clustered) certifications, candidates are also eligible for the v3 Service Manager Bridge course and exam. In order for Practitioner certified individuals to achieve their v3 ITIL Expert certification, they must also complete the v3 Managing across the Lifecycle course and successfully pass the exam.

The syllabus can be downloaded from the [Official ITIL Website](http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp)
(<http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>)

Examination Information

The exam is a closed book, 20 questions, multiple-choice exam, based on 10 scenarios (2 questions each). The pass score is 80% (16 out of 20 questions). The exam lasts 90 minutes.

Timetable

Please note that this schedule is a guide, deviations from this plan are possible.

Day 1	Day 2	Day 3	Day 4
Introduction	Service Strategy	Service Transition	Continual Service Improvement
Service Management as practice	Service Design	Service Operation	Technology & Architecture
Service Lifecycle	Service Transition	Continual Service Improvement	Complimentary Industry Guidance
Service Strategy			Exam Prep
Exam			
Homework – Review of Days Materials			



About Impetus Consulting

Impetus Consulting is an IT Consultancy based in Dubai Internet City offering services and training throughout the region including UAE, KSA, Kuwait, Oman, Qatar, Bahrain, Jordan, Pakistan and Turkey.

We specialize in providing high quality consultancy, implementation and training services in the areas of Enterprise Systems Management and IT Service Management through strategic partnerships with the industry leaders in its areas of activity.

Our consultants and trainers are chosen from professionals with many years of international experience and are trained and officially certified in their specific areas.

What Next?

If you have any enquiries or would like to book your course, please contact our sales consultant who will be happy to assist you. You can reach us by phone on +971 (0)4 391 3263 and email at info@impetus.ae.

You can also find our course dates and register on our website <http://www.impetus.ae>. One of our team members will contact you to discuss your requirements following the registration.

We look forward to welcoming you in our class.