

ITIL V2-V3 Manager's Bridge

5 days with Exam

This qualification will bridge the gap between the ITIL Manager's Certificate in IT Service Management and the ITIL Expert in IT Service Management. This course is only intended for those holding a valid ITIL Manager's Certificate in IT Service Management based ITIL versions 1 and 2.



Students wishing to progress to the Advanced ITIL Expert in IT Service Management must provide documentary evidence of attaining this qualification (and the earlier Manager's Certificate) before being allowed to progress to the Advanced level.

Target Group

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

This may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners

Learning Objectives

Candidates can expect to gain competencies in the following areas, upon successful completion of the education and examination components related to this certification.

Entry Criteria

This qualification is ONLY available to candidates who already hold the Service Manager's Certificate in IT Service Management (V1 or V2).

The examination has been written on the basis that in preparing for the examination all candidates will have attended an accredited

training course and will have read the ITIL Service Lifecycle Practices core guidance which includes:

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

Benefits of Attending

After attending this course attendees will understand how IT Service Management processes can improve IT operations. In particular, participants will:

- Understand Service Lifecycle
- Comprehend the main activities of the main processes
- Be aware of key ITIL definitions
- Be prepared to take the Foundation Certificate examination

Course Outline

- The background for ITIL v3 and why ITIL needed to change
- Service Management as a practice
- The value of ITSM Good Practice and to be capable of defining and describing a Service and the concept of Service Management as a practice
 - Good Practice
 - Service
 - Service Management
- The Service Lifecycle and explain the objectives and business value for each phase in the lifecycle
- The key terminology and explain the key concepts of Service Management
 - Utility and Warranty
 - Resources and Capabilities
 - Service Portfolio
 - The role of IT Governance across the Service Lifecycle
 - Business Case
 - Service Model
 - Service Design Package
 - Service Knowledge Management System (SKMS)
 - Configuration Management System
 - The role of communication in Service Operation processes
 - Service Catalogue (Business Service Catalogue and Technical Service Catalogue)

- Risk (as opposed to Risk Management as defined in Availability/ITSC)
- Definitive Media Library (DML)
- Service Change
- Change types (Normal, Standard and Emergency)
- Release Unit
- The key principles and models of Service Management and the balance of the opposing forces within Service Management

Service Strategy

- Service Assets are the basis for Value Creation
- Value Creation through Services
- Service Provider Types
- Service Structures
- Service Strategy Fundamentals

Service Design

- Five major aspects of Service Design
- Different sourcing approaches and options
- Importance of People, Processes, Products and Partners for Service Management

Service Transition

- Service Transition Policy and Release Policy
- Transition Strategy
- Managing Organizational & Stakeholder Change
- Testing and acceptance criteria and the Service V model
- Service Operation
- Conflicting balances in Service Operation

Continual Service Improvement

- The Continual Service Improvement Model
- Role of measurement for Continual Service Improvement
- Plan, Do, Check and Act (PDCA) Model

Processes

Service Strategy

- The Service Strategy process (Define the market, Develop the offerings, Develop strategic assets, Prepare for execution)
- Service Portfolio Management
- Demand Management
- Financial Management

Service Design

- Service Level Management
- Service Catalogue Management
- Availability Management
- Information Security Management

- Supplier Management
- Capacity Management
- IT Service Continuity Management

Service Transition

- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Transition Planning and Support
- Service Validation and Testing
- Evaluation
- Knowledge Management
- Risk Management

Service Operation

- Incident Management
- Event Management
- Request Fulfillment
- Problem Management
- Access Management

Continuous Service Improvement

- 7 Step Improvement Process
- PDCA
- Functions
 - Service Desk
 - Technical Management
 - Application Management
 - IT Operations Management (IT Operations Control & Facilities)
- Roles & Organization
- Technology and Architecture
- Implementation Considerations
- Complementary Industry Guidance
- ITIL® Qualification scheme
- Mock Exam

Review, Practice Questions

Series of practice examination questions

Prerequisites

ITIL Service Manager V1 or V2 Certificate

Duration

5 Days

Contact Information

(866) 596-5170
itsm@mountainview.ca