



ITIL® Foundation V2-V3 Bridging e-learning



Do you deliver world class IT services using ITIL®?

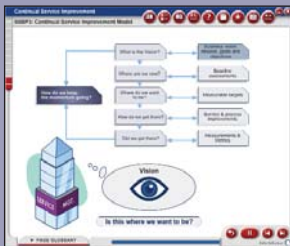
Are you converting to ITIL® V3?

Do you want to make the transition with absolute peace of mind?

The ILX Group has launched the most flexible route to convert from ITIL® V2 to ITIL® V3 at Foundation level.

This e-learning product provides complete access to the entire ITIL® V3 Foundation syllabus to ensure that you are fully prepared to implement the most significant upgrade in the history of ITIL®.

Gain a complete understanding of the benefits of ITIL® V3 using our fully accredited market leading e-learning course, and use this opportunity to fully refresh your knowledge of the entire framework while preparing for the Foundation bridging exam.



Who can register?

This training provides a fast track training route and is only available to existing holders of the ITIL® V2 Foundation Certificate.

What does this training offer?

With the release of ITIL® V3, existing Foundation Certificate holders can upgrade their V2 certificate to ITIL® V3 by studying the changes and taking a short "bridging" exam.

This course provides students with 6 weeks online access to ILX's BRAND NEW fully accredited ITIL® V3 Foundation e-learning programme which takes around 10 hours to complete.

Not only does this course encompass the entire ITIL® V3 Foundation syllabus ensuring that your knowledge is fully comprehensive but also highlights the changes between the two frameworks. In addition, the e-learning provides a useful online reference tool for students during the licence period. Students wishing to upgrade to an annual licence can do so at a preferential rate.

In addition, ILX will provide users with a video presentation explaining the background to ITIL® and the high level differences between ITIL® V2 and V3. This video will guide you through the improvements made and will explain the new ITIL® qualification path.

Why use E-learning?

Technological improvements and advances in educational design mean that e-learning is no longer just a low cost alternative to traditional training methods. In many respects our courseware offers training which is superior to the majority of available "classroom" options.

Not only is the effectiveness of the training process enhanced, but also the convenience and overall cost efficiency of e-learning makes it a compelling option for training. Staff learn what they need and training can be targeted at specific individual requirements, any time, any place. Staff also learn at their own pace and can repeat each section as many times as required during the course and as a refresher.

Why use the ITIL® Foundation V2-V3 Bridging e-learning?

- Quickly and flexibly convert to ITIL® V3
- Learn the background to the ITIL® framework together with the high level improvements over V2
- Study the entire ITIL® V3 Foundation Certificate
- Gain a six week interactive reference manual



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Core ITIL® V2 – All processes except Service Desk Comments	Core ITIL® V3 – Lifecycle approach	Comments
Service Desk	Service Desk IT Operations Management Application Management Technical Management	The focus remains the same Focus on both IT Operations and Facilities
Incident Management	Incident Management Request Fulfilment Event Management Access Management	The addition of an optional request fulfilment process
Problem Management	Problem Management	Remains the same but is only covered as an overview
Change Management	Change Management	Slight changes in terminology i.e. CAB/EC – ECAB
Release Management	Release and Deployment Management Service Validation and Testing Knowledge Management	Release and deployment covered as an overview only but an introduction of the V model is best introduced here
Configuration Management	Service Asset and Configuration Management	Service Assets are included with Configuration. Covered as an overview
Service Level Management	Service Portfolio Management Service Level Management Supplier Management Service Catalogue Management	Focus is on the Lifecycle approach and not the process of SLM. Included is Supplier Management and Service Portfolio Management
Financial Management for IT Services	Financial Management for IT Services	Main concepts are unchanged but the focus is more on economics and VOI
Capacity Management	Capacity Management	Capacity as an overview only there is the introduction of Demand Management at the Strategic level in terms of Value to the Customer
Availability Management	Availability Management	Availability as an overview and the introduction of Access Management
IT Service Continuity Management	IT Service Continuity Management	ITSCM as an overview supporting the Business Continuity
IT Security Management (EXIN only courses)	IT Security Management	The introduction of IT Security Management, (Only EXIN included this as a V2 process)

For further information contact:

ILX Group plc, George House, Princes Court, Beam Heath Way, Nantwich, Cheshire CW5 6GD, UK
Tel: +44 (0)1270 611600 Fax: +44 (0)1270 628513 Email: sales@ilxgroup.com

www.ilxgroup.com