



The ITIL® Manager's V2–V3 Bridging Course (ITILMBR)



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT service management in the world. ITIL® is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

This course bridges the gap between ITIL® V2 Manager's Certificate and V3. It is designed for individuals who already hold the Manager's Certificate at an earlier version who wish to obtain the ITIL Expert in IT Service Management. At the end of this course participants will be ready to sit the ITIL V2–3 Manager's Bridging examination.

Course Content

This course looks at the key differences between earlier ITIL® versions and ITIL V3. The processes and concepts from earlier versions that remain unchanged are relevant to this course but examination questions will not be asked on these areas. Only the new content and changes to previous versions will be examined.

The content covered in this course will allow delegates:

- To understand the background for ITIL V3 and why ITIL needed to change
- To fully understand the value of ITSM Good Practice
- To fully understand the Service Lifecycle and explain the objectives and business value for each phase in the lifecycle
- To comprehend and articulate some of the key terminology and explain the key concepts of Service Management
- To understand how the Service Management processes contribute to the Service Lifecycle and to explain the objectives, scope, concepts, activities, key metrics (KPI's), roles and challenges for all of the ITIL V3 processes
- To help to explain the role, objectives, organisational structures, staffing and metrics of the V3 functions
- To understand the changes made at ITIL V3 to specific parts of processes and key concepts already covered in ITIL V1/V2

Duration

This is an intensive five-day course leading to the ITIL® Managers V3 Bridging examination which will be taken at the end of the course.

Pre-Requisites

Delegates must already hold the ITIL® V1/V2 Managers Certificate. 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
- Introduction to the Service Lifecycle (Optional but recommended)

Accreditation

- Multiple-choice exam
- Closed-book
- 20 question scenario-based, complex multiple-choice examination
- Structure – 10 scenarios with 2 questions on each
- 90 minute duration
- 80% pass mark



Target Audience

This course is intended for existing holders of the ITIL® Manager's V2 certificate.

Scheduled Dates and Prices

See our latest public schedule for dates, venues and prices. Visit us at www.ilxgroup.com

Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **01270 611600** or email sales@ilxgroup.com for further assistance.

For further information contact:

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