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ITIL® V2 to V3 Foundation Bridging Course

The ITIL bridging course is meant to provide candidates with a fast track route to an **ITIL®** version 3 Foundation Certificate level of knowledge.

ITIL® V3 covers more processes and functions than previous versions. ITIL-V3 exposes you to a very business minded concept of integrating IT with the business to provide value.

Target Group: Existing holders of ITIL Foundation Certificate from earlier ITIL® versions

Duration: This One day course highlights the new topics in ITIL-V3 and the main differences from earlier **ITIL®** versions.

Course syllabus:

- 1. Service Management Concepts - Introduction**
 - a. The Background of ITIL V3
 - b. The need for changing ITIL
 - c. The new structure of ITIL (Core, complementary, web based material)
 - d. The concept of Service
 - e. The concept of Service Management
 - f. The ITIL V3 qualifications scheme
- 2. Service Strategy (SS)**
 - a. The SS Service Lifecycle
 - b. Goals and Objectives
 - c. The business Value
 - d. SS scope, components and interfaces
 - e. Service Assets are the basis of Value creation
 - f. The components and interfaces of SS Processes:
 - i. Service Portfolio Management
 - ii. Demand Management
 - g. Roles and Responsibilities
 - h. Metrics
- 3. Service Design (SD)**
 - a. The SD Service Lifecycle
 - b. Goals and Objectives
 - c. The business Value
 - d. SD scope, components and interfaces
 - e. The Five major aspects of Service Design
 - f. The components and interfaces of SD Processes:

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- i. Service Catalog Management
- ii. Information Security Management
- iii. Supplier Management
- g. Roles and responsibilities
- h. Metrics

4. Service Transition (ST)

- a. The ST Service Lifecycle
- b. Goals and Objectives
- c. The business Value
- d. ST scope, components and interfaces
- e. The Service “V” Model
- f. The components and interfaces of ST Processes:
 - i. Release and Deployment Management
- g. Roles and responsibilities
- h. Metrics

5. Service Operations (SO)

- a. The SO Service Lifecycle
- b. Goals and Objectives
- c. The business Value
- d. SO scope, components and interfaces
- e. The Conflicting balances in Service Operations
- f. The components and interfaces of SO Processes:
 - i. Event Management
 - ii. Request fulfillment
 - iii. Access Management
- g. The role, objective and organizational overlap of the SO Functions:
 - i. The Technical Management
 - ii. The Application Management
 - iii. The IT Operations Management
- h. Roles and responsibilities
- i. Metrics

6. Continual Service Improvement (CSI)

- a. The CSI Service Lifecycle
- b. Goals and Objectives
- c. The business Value
- d. CSI scope, components and interfaces
- e. The CSI Model, the role of measurement and key elements
 - i. Business Value
 - ii. Baselines
 - iii. Types of Metrics
- f. The objective, concepts process activities for:
 - i. The 7 Step Improvement process

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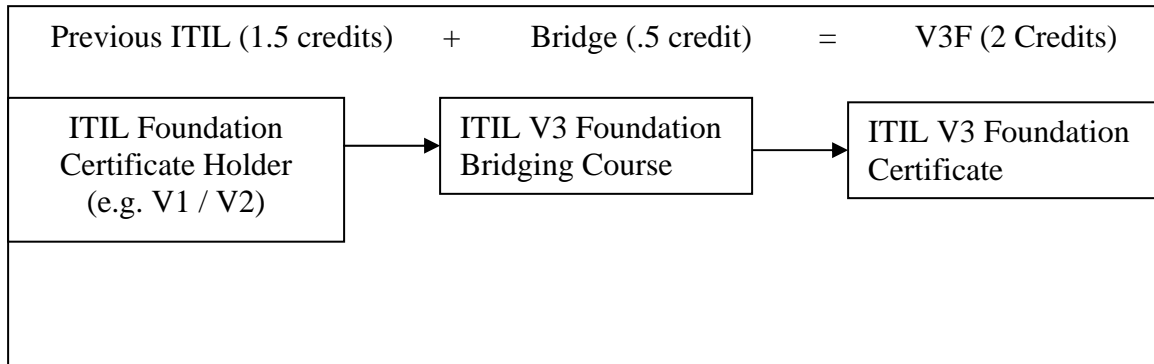
- g. Roles and responsibilities
- h. Metrics

Price:

ITIL V3-F/B Courses	Singapore
One day ITIL V3 Foundation Bridging course (include exam)	SGD\$888.
(prerequisite: You will need to provide your certificate number and/or a copy of your certificate before the course)	

Exam

A 30 minute, 20 question multiple-choice exam by EXIN, which is scheduled at approximately 4:30pm on the same day as the course.



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