



ITIL V3 MANAGERS BRIDGE COURSE

This five day ITIL Manager's Bridging course gives candidates a fast track route to the new ITIL Version 3 Expert Certificate. The aim of the course is to highlight the new topics in ITIL version 3 and the main differences from earlier ITIL versions. Managers will gain a strong understanding of the enhancements to ITIL best practice brought about through the version 3 refresh.



Purple Griffon courses are delivered by authorised trainers who are highly experienced in their field. As an ISEB accredited Course Provider we have delivered accredited training for many years. Our pass rates are consistently above the national average.

Target Group

The target groups of the ITIL Version 3 Managers Bridge are:

- Individuals who require an understanding of the new ITIL framework and how it may be used to enhance the quality of IT Service Management within an organisation
- IT Professionals who are working within an organisation that has adopted and adapted ITIL who need the latest knowledge to take Service Management further

Learning Objectives

The main focus of the Bridging course will be the new content of the IT Infrastructure Library (ITIL), which covers the five core volumes that provide an end-to-end view of IT, and its integration with business strategy. It will also provide an overview of the main differences on topics known from earlier ITIL versions. This course has 11 study units (including a mock exam), with exercises and assignments spread throughout the course to reinforce the knowledge gained. You can expect to attain competencies in the following upon successful completion of the course:

- **Service Management as a practice:**
 - Understand and articulate Service and be able to explain the concept of Service Management as a practice
- **Service Lifecycle:**
 - Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle
- **Generic Concepts & Definitions:**
 - Comprehend and be able to articulate some of the key ITIL terminology and concepts, and show how these concepts can be used as part of a successful IT Service Management (ITSM) project
- **Key Principles & Models:**
 - Comprehend and be able to articulate the key principles and models of ITSM and some of the opposing forces within ITSM
- **Processes:**
 - Understand the objectives, scope, concepts, activities, key metrics, roles and challenges for all of the ITIL V3 processes. This unit will also briefly cover some processes carried over from ITIL V2, so as to allow the interfacing and collaboration between all of the processes
- **Functions:**
 - Understand the role, objectives, organisational structures, staffing and metrics of ITIL V3's four functions (e.g. Service Desk)
- **Roles & Organisation:**
 - Understand each role and the responsibilities of each of the roles in ITSM (e.g. Service Owner)
- **Technology & Architecture:**
 - Understand the generic requirements for an integrated set of ITSM Technology, and how Service Automation assists with integrating ITSM processes
- **Implementation Considerations:**
 - Understand the implementation issues and considerations for the different lifecycle phases
- **ITIL Qualification scheme:**
 - Understand the ITIL Qualification scheme, the purposes of the two intermediate streams, the certificates and diplomas, and the different options for further training
- **Complementary Industry Guidance:**
 - Understand how ITIL V3 interfaces and can be used alongside complementary industry guidance (i.e. COBIT®, ISO/IEC 20000, CMMI Learning outcomes)



This course updates your Managers certificate to the new Version 3 Expert Certificate. It will also provide you with knowledge of the current 'Best Practice' concepts and terminology in Service Management.

Prerequisite Entry Criteria

Candidates must currently hold a Manager's Certificate in a previous version of ITIL. Significant work experience in IT services is also highly recommended. You need to bring to the course proof of having gained your Manager's Certificate for a previous version of ITIL. If you cannot provide this proof you may join the course but you will be unable to sit the exam. This is a requirement of ISEB. We strongly recommend that you obtain copies of the five core publications describing the service lifecycle. You will be provided with a pre-reading guide which refers to specific parts of these books. We would expect you to spend time studying this and reprising your ITIL v1 or v2 knowledge. You can purchase these publications directly from Purple Griffon.

The five core volumes of ITIL V3 are:

- **Service Strategy** - provides guidance on how to design, develop, and implement service management. It ensures that the overall business aims and strategy is supported by the IT organisations' aims and strategy
- **Service Design** - provides guidance on the design of new or changed services for introduction into the live environment
- **Service Transition** - provides guidance on managing change along with risk and quality whilst ensuring IT Operations can manage those changes within the context of the ICT Infrastructure
- **Service Operation** - provides guidance on the day to day management of the ICT Infrastructure. It also contributes to the Service Management Lifecycle for carrying out those processes which contribute to the optimisation of the services provided
- **Continual Service Improvement** - looks at the Service Management Lifecycle. It identifies opportunities for improvements in the efficiency, effectiveness of the processes and optimisation of the costs associated with service provision

What is provided?

- Comprehensive course materials
- Example questions
- Lunch and Refreshments
- Follow up guidance if required by telephone / email.

Examination

The examination is a 90 minute 'closed book' exam consisting of 20 complex multiple choice questions, and is invigilated by ISEB. The pass mark is 16/20 (80%)

**This course is available as a public scheduled course and also as a private single company course.
Please see www.purplegriffon.com for dates and locations.**

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