

Course 336: ITIL® V3 Foundation Bridging Course in IT Service Management (2 day)

Course Overview

The ITIL® V3 Bridge Course is provided to give candidates a fast track route to an ITIL® version 3 Foundation certificate level of knowledge. This course is only intended for existing holders of ITIL Foundation Certificates from earlier ITIL versions. The course leads to the ITIL® v3 Foundation Certificate in IT Service Management.

Course Description

This course introduces the concepts of the service lifecycle and the enhanced guidance described in ITIL® Version 3, and discusses the processes, roles, functions and key concepts of IT Service Management. The main focus of the Bridge course is the new content in ITIL® Version 3. It also provides an overview of the main differences on topics known from earlier ITIL versions. At the end of the course, the half-hour "ITIL® v3 Foundation Bridge Examination" is given via testing methods authorized by OGC, owners of the ITIL® Practices for Service Management intellectual property.

Upon successful completion of the associated certification, participants will have upgraded their Foundation credits from their earlier version qualification to the full 2 credits awarded to holders of the ITIL® v3 Foundation qualification. This will qualify them to pursue further ITIL® v3 qualifications.

Learning Objectives

At the end of this course, the learner will have knowledge and understanding of:

- ◇ Service Management as a Practice
- ◇ Service Lifecycle
- ◇ Key Principles and Models
- ◇ Generic Concepts
- ◇ Selected Processes, Roles and Functions
- ◇ Technology and Architecture Concepts
- ◇ ITIL® Qualification Scheme

Target Audience

The target group of the ITIL® V3 Foundation Bridge course is existing holders of ITIL Foundation Certificate from earlier ITIL versions who want knowledge and understanding of the new content of ITIL version 3. The associated certification is a prerequisite for pursuit of the "Intermediate" and "Advanced" levels of ITIL® Version 3 education and certification, making this course appropriate for anyone seeking further qualifications.



Prerequisites

All candidates must possess an ITIL Foundation Certification from an earlier version.

Certification

The "ITIL® Foundation Bridging Certificate in IT Service Management" is awarded to learners who have successfully achieved a score of 65% or better on the half-hour, twenty question, closed-book, multiple-choice examination given at the end of this course. The examination is supervised and learners are required to present a photo ID to sit the examination.

The ITIL® Foundation Bridging Certificate in IT Service Management entitles the successful candidate to two (2) credits each towards higher qualification, specifically the ITIL Expert Certificate. This is based on the combination of 1.5 credits from the prerequisite Foundation Certificate from an earlier ITIL version and .5 credit from the successful completion of this Bridge exam.