

Course Title: Bridge course for ITIL v2 to v3

Duration : 1 day

What this course is all about?

ITIL v3 is the new version of ITIL framework. ITIL v3 focuses on lifecycle of managing IT Services to provide value to business. This course is designed for professionals who are ITIL v2 Foundation Certified and aim for upgrading their knowledge and get eligible for higher learning opportunities in ITIL v3.

Course covering the topics mentioned below

- a. Introduction to ITIL v3 and need for change
- b. Definition of Service and Service Lifecycle Approach
- c. Service Strategy with related concepts such as Service Portfolio management, Demand Management, Service Assets and Value Creation
- d. Service Design with related topics such as Service Catalogue Management, Security Management, Supplier Management
- e. Service Transition with related topics such as Release and Deployment Management, 'V' Model
- f. Service Operation – Event Management, Request Fulfillment, Access Management, IT Operations Management
- g. Continual Service Improvement – The 7 steps, Continual Service improvement Model

This course helps the candidate to appear the associated exam, required for entry into the future [ITIL Version 3](#) intermediate level training courses or as part of an overall V2 bridging program to the IT Service Management Diploma.

Course Student Materials

Students receive a copy of the classroom presentation material.