

THE ITIL® MANAGERS BRIDGE CERTIFICATION IN IT SERVICE MANAGEMENT

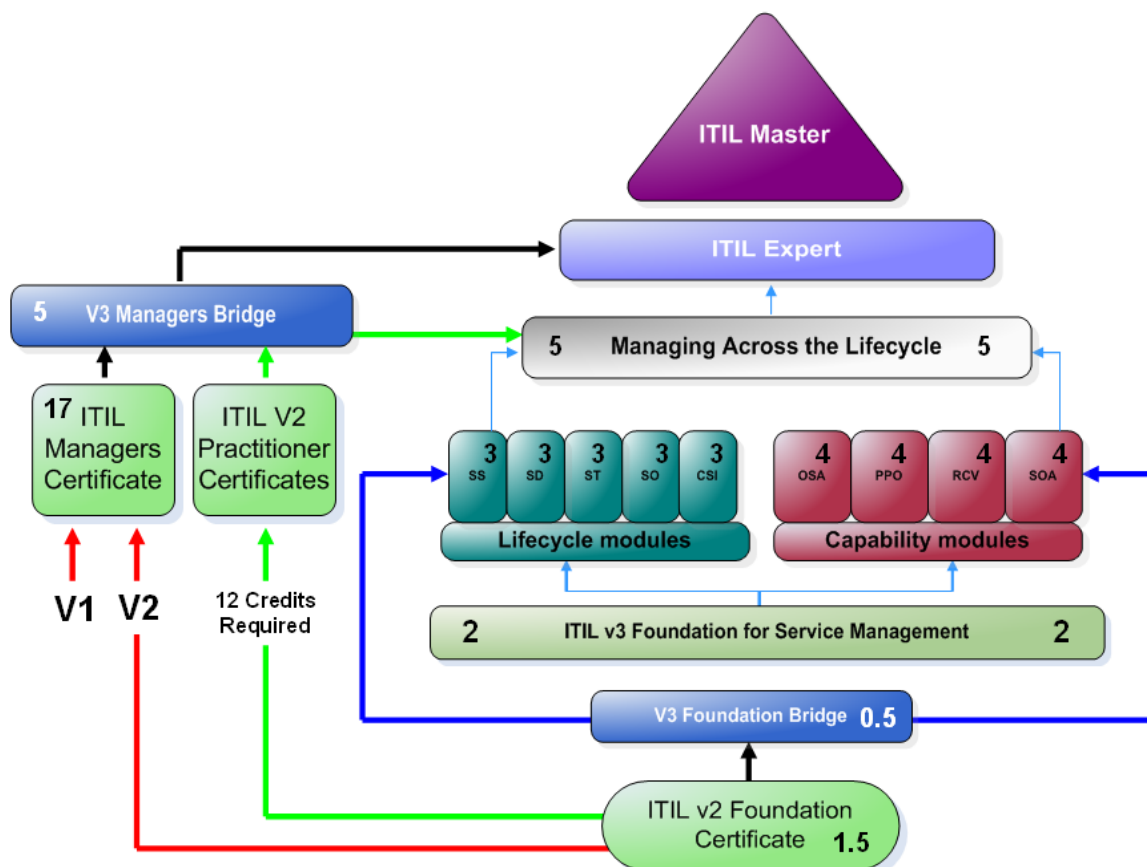
ITIL Service Manager to ITIL V3 Expert

The ITIL Expert Certification is the highest certification level available in ITIL V3.

However, there are plans to have an advanced Expert level or ITIL Masters in the future, possibly by the end of this year.

This course was initially aimed at those whom already achieved the highest level in ITIL V2, namely the ITIL Service Manager certificate.

Now, the Service Manager to Expert Bridging course also serves as a shortcut for those who need to or want to achieve the Expert level.



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If you have looked over the V3 Qualification scheme, you will see that in order to achieve the Expert level you need to attain 22 credits. That requires you to take the ITIL V3 Foundation course for 2 credits or taking the Foundation bridge one course if you already have a foundation certificate from a previous ITIL version, then you will to take either all 4 Capability courses or the all 5 of the Lifecycle courses. Another way is to have a mix of both streams, no matter which courses you take they must not cover the same topics and you need a minimum of 17 credits. But you still have one more course to take to reach the Expert level, that is the Managing Across the Lifecycle stream for 5 more credits, giving you a total of 22 credits or more making you eligible for the Expert Certificate.

If you take the V3 scheme described above it will take a minimum of 23 days, but probably longer, and at least 6 ITIL courses to achieve the Expert Certificate with a minimum cost of 16,000., and we also believe this is the absolute lowest price once the courses become available.

The short cut is: To take the ITIL Service Manager course after completing the 3 day ITIL V2 or V3 Foundation course. The Service Manager course consists of 10 training days plus two days for exams and review. That is a total of 15 days including the Foundation course. Once you achieve the ITIL V2 Service Manager certificate you are eligible to take the 5 day ITIL V3 Managers Bridge course. Now you have achieved the highest level in ITIL, and you did it all in 20 days plus a lot of self study.

This qualification will bridge the gap between the ITIL Service Manager's Certificate in IT Service Management and the ITIL V3 Expert level in IT Service Management. This course is only intended for those holding a valid ITIL Service Manager's Certificate in IT Service Management based ITIL versions 1 and 2.

Target Group

The target group of the ITIL® Bridge Qualification: ITIL Service Managers to ITIL v3 Expert level:

- Individuals who already hold the ITIL Service Manager's Certificate in IT Service Management at an earlier ITIL version, who wish to obtain the ITIL Diploma in IT Service Management, thereby demonstrating their knowledge of ITIL V3

This may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners



Entry Criteria

This qualification is ONLY available to candidates who already hold the ITIL Service Manager's Certificate in IT Service Management.

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

Syllabus

The syllabus is based on all 5 Service Lifecycle books of IT Service Management as described in the ITIL ® Service Strategy, ITIL ® Service Design, ITIL ® Service Transition, ITIL ® Service Operation, ITIL ® Continual Service Improvement.

The syllabus in two parts:

- Part 1 covers those things that are new to ITIL v3
 - Part 2 covers those things that were well known at v2, but with some significant differences.
- The training/qualification will focus only on those elements that have changed.

Candidates for the ITIL® Bridge Qualification: v2 Manager's to v3 Diploma must complete the following 14 units of study and successfully pass the relevant complex multiple choice examination to achieve certification. The units cover the topics listed.

Part 1: New at ITIL v3 Unit Content

Introduction

The purpose of this module is to help candidates understand the background for ITIL v3 and why ITIL needed to change

Service Management as a practice

The purpose of this unit is to enable the candidate fully understand the value of ITSM *Good Practice* and to be capable of defining and describing a *Service* and the concept of *Service Management as a practice*.

Briefly repeated from earlier ITIL versions, candidates must be able to:

- Describe the concept of *Good Practice* and explain and justify how this can assist an organization
- Define and explain the concept of a *Service*
- Define and explain the concept of *Service Management*

The Service Lifecycle

The purpose of this unit is to help the candidate to fully understand the *Service Lifecycle* and explain the *objectives* and business value for each phase in the *lifecycle*.

Specifically, candidates must be able to:



Understand and explain the main goals and *objectives* of *Service Strategy*

Account for the main goals and *objectives* of *Service Design*

Fully comprehend and communicate what value *Service Design* provides to the *business*

Understand and explain the main goals and *objectives* of *Service Transition*

Fully comprehend and communicate what value *Service Transition* provides to the *business*

Understand and explain the main goals and *objectives* of *Service Operations*

Fully comprehend and communicate what value *Service Operation* provides to the *business*

Understand and explain the main goals and *objectives* of *Continual Service Improvement*

Fully comprehend and communicate what value *Continual Service Improvement* provides to the *business*

Generic concepts and definitions

The purpose of this unit is to help the candidate to comprehend and articulate some of the key terminology and explain the key concepts of *Service Management*. Candidates must also be able to show how these concepts can be used as part of a successful ITSM project or in successful operation of ITSM processes

Specifically, candidates must be able to define and explain the following key concepts:

Utility and Warranty

Resources and Capabilities

Service Portfolio

The role of IT *Governance* across the Service Lifecycle

Business Case

Service Model

Service Design Package

Service Knowledge Management System (SKMS)

Configuration Management System

The role of communication in *Service Operation*

Key Principles and Models

You will be able to understand the key criteria of each of the following stages:

1. Service Strategy

- Explain how *Service Assets* are the basis for *Value Creation*
- Describe basics of *Value Creation* through *Services*
- Evaluate and explain Service Provider Types
- Understand and articulate Service Structures
- Compare and explain Service Strategy Fundamentals

2. Service Design

Understand and explain the five major aspects of *Service Design*

1. Identification of *Business Requirements* and *design* of *Service Solutions*
2. Designing supporting *Management Systems* and tools especially the *Service Portfolio*, including the *Service Catalogue*
3. Designing *Architecture* and Technology
4. *Designing Processes*



5. *Design of measurement systems, methods and metrics*

- Understand the importance of People, Processes, Products and Partners for *Service Management*

3. Service Transition

- Understand and communicate Service Transition Policy and Release Policy
- Understand and communicate Transition Strategy (ST4.1.5.1)
- Comprehend how Managing Organizational & Stakeholder Change
- is essential for successful ITSM
- Explain testing and acceptance criteria and the Service V model

4. Service Operation

- Understand and explain the following conflicting balances in *Service Operation*
- *IT Services* versus Technology components
- Stability versus *Responsiveness*
- *Quality of Service* versus *Cost of Service*
- Reactive versus Proactive

5. Continual Service Improvement

- Understand and explain the *Continual Service Improvement Model*
- Understand the role of measurement for *Continual Service Improvement* and explain the following key elements:
- *Business value*
- *Baselines*
- Types of *metrics* (technology metrics, process metrics, service metrics)
- Discuss the *Plan, Do, Check and Act (PDCA) Model* to control and manage *quality*

Processes

The purpose of this unit is to understand how the *Service Management processes* contribute to the *Service Lifecycle*, to explain the *objectives, scope, concepts, activities, key metrics (KPI's), roles* and challenges for all of the ITIL v3 *phases below*:

You will be able to:

Service Strategy

Understand and communicate the four main *activities* in the *Service Strategy* process

Explain the *objectives, scope, concepts, activities, key metrics (KPI's), roles* and challenges for:

- *Service Portfolio Management (SPM)*
- *Demand Management*

Service Design

Explain the *objectives, scope, concepts, activities, key metrics (KPI's), roles* and challenges for:

- *Service Catalogue Management*



- *Information Security Management (ISM)*
- *Supplier Management*

Service Transition

Explain the *objectives, scope, concepts, activities, key metrics (KPI's), roles* and challenges for:

- *Transition Planning and Support*
- *Release and Deployment Management*
- *Service Validation & Testing*
- *Evaluation*
- *Knowledge Management (DIKW model)*

Service Operation

Explain the high level *objectives, scope, basic concepts, activities, key metrics (KPI's), roles* and challenges for:

- *Event Management*
- *Request Fulfilment*
- *Access Management*

Continual Service Improvement

Explain the high level *objectives, basic concepts, process activities, roles* and *metrics* for:

- *The 7 step improvement process*

Functions

The purpose of this unit is to help the candidate to explain the *role, objectives, organizational structures, staffing* and *metrics* of the *following functions*:

- *The Service Desk function – update*
- *The Technical Management function*
- *The Application Management function*
- *The IT Operations Management function (IT Operations Control and Facilities Management)*

Roles & Organization

The purpose of this unit is to help the candidate to understand each *role* and to understand the responsibilities of each of the *roles* in *IT Service Management*.

Technology and Architecture

The purpose of this unit is to help the candidate to:

- Understand and weigh the generic *requirements* for an integrated set of *Service Management Technology*
- Understand and communicate how *Service Automation* assists with integrating *Service Management processes*

Implementation Considerations

Candidates will gain an understanding of implementation considerations, sufficient to enable them to contribute to such implementations, as follows:

- 09-1. *Service Strategy Implementation Issues*
- 09-2. *Service Design Implementation Issues*
- 09-3. *Service Transition Implementation Considerations*



- 09-4. Operation Implementation Considerations
- 09-5. CSI Implementation Issues

Complementary Industry Guidance

Candidates should understand how ITIL v 3 interfaces and can be used alongside complementary industry guidance:

- 10-1. COBIT (SO Appendix A.1)
- 10-2. ISO/IEC 20000 (Appendix A.2)
- 10-3. CMMI (Appendix A.3)
- 10-4. Balanced Scorecard (Appendix A.4)
- 10-5. Quality management (Appendix A.5)
- 10-6. OSI Framework (Appendix A.6)

Part 2: Significant Changes at ITIL v3

Unit Content

ITILMD12

Generic Concepts

Candidates must be able to define and explain the following key concepts, and how they have changed at ITIL v3:

- 12-1. *Service Catalogue* (Business Service Catalogue and Technical Service Catalogue) (SS 4.2.3.1, SD 3.6.2, 4.1.4)
- 12-2. *Risk* (as opposed to Risk Management as defined in Availability/ITSC) (SS 9.5.1, CSI 5.6.3.2) 03-19.
- 12-3. *Definitive Media Library (DML)* (ST 4.3.4.3)
- 12-4. *Service Change* (ST 4.2.2)
- 12-5. Change types (Normal, *Standard* and *Emergency*) (ST 4.2.4.3, 4.2.4.4, 4.2.6.9)
- 12-6. *Release Unit* (ST 4.4.4.1) 03-23.

This can be covered as part of module ITILMD03 - separated for clarity

ITILMD13

Processes

Candidates must understand the changes made at ITIL v3 to specific parts of processes already covered in ITIL v2, as follows:

Service Strategy

- 13-1. *Financial Management* (SS 5.1, 5.1.2)
 - Service Valuation (SS 5.1.2.1)
 - Planning Confidence (SS 5.1.2.5)
 - Service Investment Analysis (SS 5.1.2.6)
 - Methods, Models, Activities & Techniques (SS 5.1.3)

Service Design

- 13-2. *IT Service Continuity Management* (SD 4.5.1, 4.5.4, 6.4.8)
 - ITSCM Recovery Options (SD 4.5.5.2)

Service Transition

- 13-3. *Change Management*
 - *Service Change* (ST 4.2.2)
 - Change types (Normal, *Standard* and *Emergency*) (ST 4.2.4.3, 4.2.4.4, 4.2.6.9)
 - *Release Unit* (ST 4.4.4.1) 03-23.
 - Seven R's of *Change Management* (ST 4.2.6.3)

Service Operation



13-4. *Problem Management*

- Process Activities (removal of sub processes Problem Control and Error Control)(SO 4.4.5)
- Raising a Known Error Record (SO 4.4.5.7)

This can be covered as part of module ITILMD05 - separated for clarity

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Format of the Examination

Type: Twenty (20) question Scenario-based, complex multiple-choice examination.

Duration: 90 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 105 minutes and are allowed the use of a dictionary.

Prerequisite: Manager’s Certificate in IT Service Management

Supervised: Yes

Open-book: No

Pass Score: 80% (16 Of 20)

Distinction Score: No

Delivery Online or paper based via an Accredited Training Organisation

Trainer Competency

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