

## ITIL<sup>®</sup> v3 Managers Bridge - 5 Days

*Course 198 Overview*

### **You Will Learn How To**

- Prepare for and take the ITIL v3 Managers Bridge exam
- Define the concept of Service Management as a practice
- Identify the Service Lifecycle as the core of ITIL v3
- Assess how the Service Management processes contribute to the Service Lifecycle
- Explain the objectives, scope, activities and roles for all of the ITIL v3 processes
- Recognise how technology enables the Service Lifecycle

### **Course Benefits**

The ITIL v3 Managers Bridge exam provides a fast track to gaining the ITIL v3 Expert certification. In this course, you gain the knowledge necessary to take the ITIL v3 Managers Bridge exam, which is offered at the end of this course. In addition, this course covers new ITIL v3 content and introduces the Service Lifecycle, which forms the core of ITIL v3.

### **Who Should Attend**

Those who hold the ITIL Service Manager Certificate (v1 or v2) or enough credits from the v1-v2 Foundation and Practitioner certifications and would like to obtain the ITIL v3 Expert certification through the successful completion of the ITIL v3 Managers Bridge exam.

### **Workshop Course**

Workshops provide knowledge of Service Lifecycle processes that are new or significantly changed in ITIL v3 from previous versions. Workshops include:

- Applying Service Management as a practice
- Identifying Service Strategy processes and implementation challenges
- Linking Service Catalog Management to business value
- Implementing Continual Service Improvement to support the Service Lifecycle
- Planning Service Management technologies
- Taking the ITIL v3 Managers Bridge Certification exam

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### Course 198 Outline

#### Introduction

##### The background of ITIL v3

- Why ITIL needed to change
- Exploring the new structure of ITIL

##### Service Management as a practice

- How Good Practice can assist an organisation
- Describing a Service and the concept of Service Management as a practice
- Defining Service Management

##### What's New in ITIL v3

##### Generic processes

- Service Catalog
- Risk
- Definitive Media Library
- Service Change
- Change types

##### Specific processes

- Service Strategy: Financial Management
- Service Design: IT Service Continuity Management
- Service Transition: Change Management
- Service Operation: Problem Management

#### Service Lifecycle

##### The structure of the Service Lifecycle

- Exploring the scope, components and interfaces of the ITIL Library
- Identifying the objectives and business value of each Lifecycle phase
- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

##### Terminology and definitions

- Key Service Management concepts
- Identifying how these concepts can be used as part of a successful ITSM project or operation

#### Service Management Models

- Comparing Service Strategy Fundamentals
- The importance of people, processes, products and partners for Service Management
- Communicating Service Transition policy

- Explaining conflicting balances in Service Operation
- The role of measurement for Continual Service Improvement
- Balancing some of the opposing forces within Service Management

#### Processes and Functions

##### Service Strategy

- The four main activities in the Service Strategy process
- Identifying the objectives and scope for Service Portfolio Management and Demand Management

##### Service Design

- Recognising the roles and key metrics for Service Catalog Management
- The key activities of Information Security and Supplier Management

##### Service Transition

- Exploring the scope and basic concepts for Transition Planning and Support
- Roles and challenges for Release and Deployment Management and the DIKW model

##### Service Operation

- Key metrics of Event, Request and Access Management
- Communicating the methods and benefits of interfacing Service Operation to self-help capabilities

##### Continual Service Improvement

- Explaining the high-level objectives, basic concepts, process activities, roles and metrics
- The 7-step improvement process

##### Organisational structure of key functions

- The Service Desk
- Technical Management
- Application Management
- IT Operations Management

#### Service Management in the Organisation

##### Analysing IT Service Management roles

- The roles and responsibilities of the Service owner
- Determining organisational structure using the RACI model

##### Technology and architecture

- Considering generic requirements
- How Service Automation assists with integration

#### Implementation Considerations and Industry Guidance

- Implementing Service Management
- Complementary industry guidance for ITIL v3
- COBIT
- ISO/IEC 20000
- CMMI
- Balanced Scorecard
- Quality management
- OSI