

HP Education Services Course Description

ITIL V3 Foundation Bridge (HE785)



This 1 day course introduces the concepts of IT Service Management (ITSM) based on Version 3 of the IT Infrastructure Library (ITIL). The course highlights the key differences from Version 2 and introduces the IT Service Management Lifecycle approach, which provides a set of specialized organizational capabilities for providing value to customers in the form of services.

Audience

All IT Staff, system and network administrators, managers and executives who are responsible for the delivery of IT services in an organization.

Prerequisites

Existing holder of the ITIL V2 Foundation Certificate.

Course Objective

Upon successful completion of this course participants will be able to:

- Highlight the key differences from Version 2 to Version 3
- Gain a fundamental understanding of the ITSM lifecycle approach
- Pass the formal end of course multiple-choice examination

Benefits to You

- Identify the lifecycle and fundamental processes involved in IT Service Management and how to integrate them into your business' IT service model
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency
- Learn to move the reactive relationship between IT and users to a proactive relationship

Why education services from HP?

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Course Title: ITIL V3 Foundation Bridge

HP Product Number: HE785

Category/Subcategory: ITSM/ITIL

Course Length: 1 day

Level: Beginner

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: Modular courses covering ITSM Business stream or Capability stream leading to the ITIL Diploma

Detailed Course Outline

Service Management as a Practice

- Introduction to IT Service Management
- ITIL introduction

Service Lifecycle

- Introduction of the lifecycle stages

Key Principles, Models and Concepts

- Introduction to key principles, models and concepts

Concepts, Processes, Roles and Functions

- Service Operation
- Service Transition
- Service Design
- Service Strategy

ITIL® Qualification Scheme

Mock Examination questions (questions taken throughout the course to aid learning)

Formal Examination

- This is a closed book multiple-choice examination with 20 questions to answer in 30 minutes. Students must get 13 or more answers correct in order to pass.
- This exam can be taken with APMG, EXIN or ISEB

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