



ITIL® v3 Foundation Bridge E-learning Course -ITL9322E

Fact Sheet

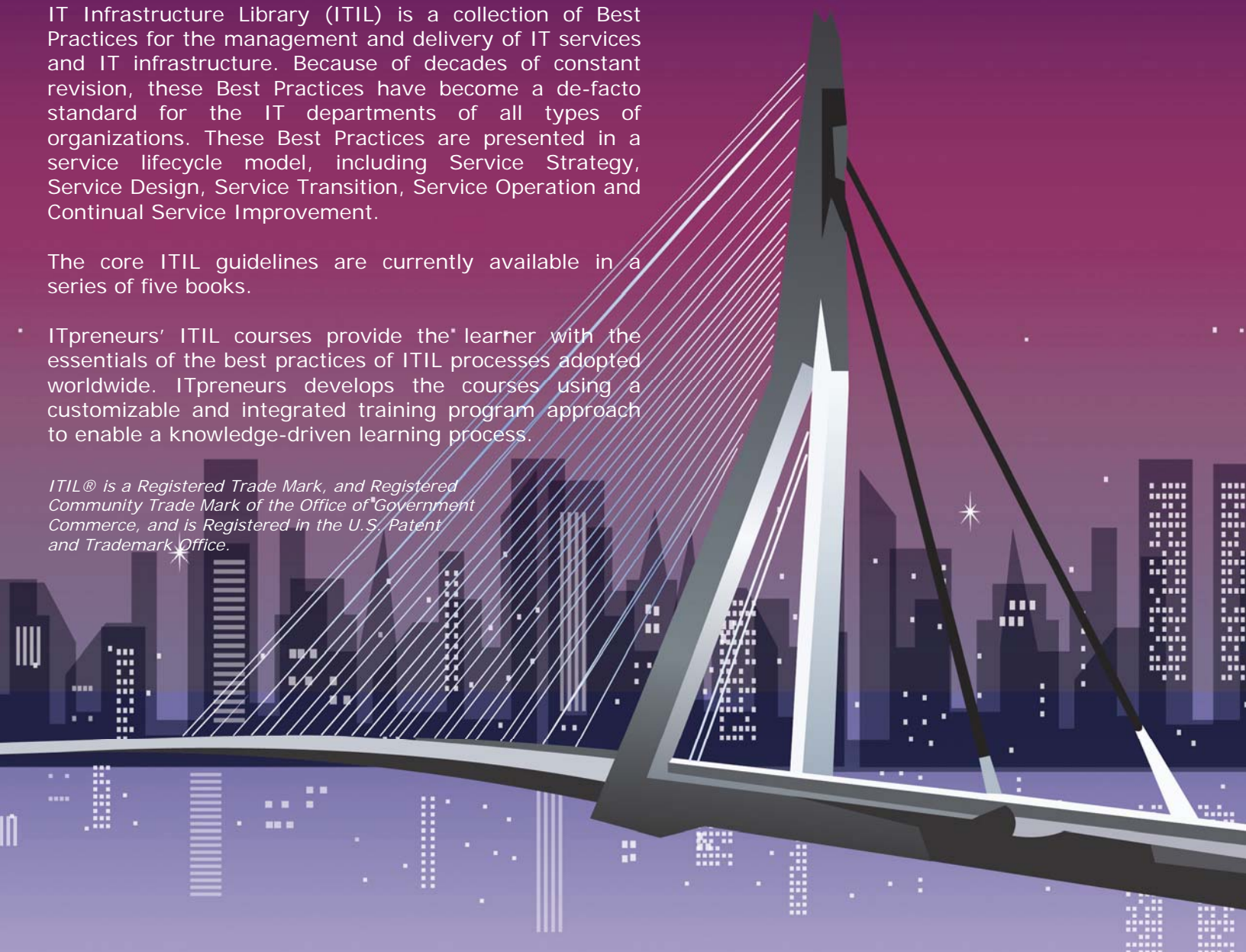
6.5 Hours E-learning ITL9322E

IT Infrastructure Library (ITIL) is a collection of Best Practices for the management and delivery of IT services and IT infrastructure. Because of decades of constant revision, these Best Practices have become a de-facto standard for the IT departments of all types of organizations. These Best Practices are presented in a service lifecycle model, including Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

The core ITIL guidelines are currently available in a series of five books.

ITpreneurs' ITIL courses provide the learner with the essentials of the best practices of ITIL processes adopted worldwide. ITpreneurs develops the courses using a customizable and integrated training program approach to enable a knowledge-driven learning process.

ITIL® is a Registered Trade Mark, and Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office.



ITIL® v3 Foundation Bridge E-learning Course

ITL9322E

Certificate: ITIL v3 Foundation Certificate | Duration: 6.5 Hours | Course Delivery: Self Paced E-learning | Languages: English (ITL9322E) | Credits: 0.5 Credits to ITIL Expert (working title)

ITL9322E

ITIL v3 Foundation Bridge E-learning Course

Course Description:

This 6½ hour e-learning course is specially designed for learners who are already certified at the Foundation level in previous versions of ITIL. The v3 Foundation Bridge Course trains previously certified Foundation learners on the new contents of the ITIL v3 Foundation syllabus. The course introduces learners to the concept of the service lifecycle approach to IT Service Management according to ITIL v3. This Bridging Course is designed as an update for candidates who hold Foundation certificates from earlier versions of ITIL to a level of knowledge and understanding in line with the ITIL® v3 Foundation Certificate in IT Service Management. This course prepares the student to successfully complete the associated exam, required for entry into the future ITIL v3 intermediate level training courses or as part of an overall bridging program to the v3 ITIL Expert certification.

The ITIL Version 3 best practice is composed of five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Prerequisites:

ITIL Foundation Certificate from previous versions of ITIL (ITIL versions 1 or 2). The exam will test both the new v3 knowledge as well as the previous ITIL version content that has not changed. The student should set time to review their v2 material as a refresh prior to the course, as the v2 content that has not changed will not be covered in this course, but may be covered in the exam

Audience:

Existing holders of ITIL Foundation Certificate from earlier ITIL versions who want knowledge and understanding of the new content of ITIL v3.

Learning Objectives:

At the end of this course, you will be able to:

- Identify the new content of ITIL v3
- Identify the major differences from previous ITIL versions
- Prepare for writing the v3 Foundation Bridge exam

System Requirements:

- Pentium IV, Internet Explorer 7.x, Cookies enabled, Macromedia Flash Player 8.0 above, speakers or a headset, minimum 1024X768 pixel resolution
- Broadband Internet connection

Course Student Material:

Students will be able to print the module summaries from this course, along with a Quick Reference Card.

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Exam Details:

Type:	Multiple choice, 20 questions. The questions are picked from the full ITIL Foundation exam in IT Service Management.
Duration:	Maximum 30 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 40 minutes and are allowed the use of a dictionary
Prerequisite:	Foundation Certificate from earlier ITIL versions
Supervised:	Yes
Open Book:	No
Pass Score:	65%(13 out of 20)
Distinction Score:	None
Delivery:	Online or paper based through an Accredited Training Organization/ Provider

Ordering Options:

Description	Code
v3 Foundation Bridge Course – E-learning	ITL9322E
v3 Foundation Bridge Course – E-learning package with v2 Exam Preparation Guide – Limited time offer	ITL9322EPS
v3 Foundation Bridge Course – E-learning package with v2 Exam Preparation Guide with v3 Foundation Bridge online exam – Limited time offer	ITL9322EPSXO
v3 Foundation Bridge Course – E-learning package with online exam	ITL9322EXO