

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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ITSM V3 Foundation Bridge Certification:

Delivery Format: ILT
Delivery Format: MLT

Duration: 1 Day
Duration: 90 Days

Course Description

This hands on certification training program enables ITSM Version 2 certified students to upgrade their Foundation certification to Version 3 of the IT Infrastructure Library. Accredited by EXIN and ISEB, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

Delivered over one day the course features lectures, discussion, case study team exercises and quizzes. It culminates with an optional, one-hour certification examination.

Course Outline

Continual Service Improvement

Review, Audit, and Metrics through the Continual Service Improvement; New/changed concepts and new definitions and terms

Service Operation

Incident, Problem, Event, and Access Management, Request Fulfillment and the Service Desk

Service Transition

Best Practices in Release Management, Change Management, Program/Project Risk Management, Service Asset and Configuration Management, CMS, DML and the Spares Store

Service Strategy

Service Economics, ROI, Service Portfolio Management, and Demand Management

Service Design

Service Catalog Management, SLM, Availability Management, IT Service Continuity Management, Supplier Management, Information Security Management, and Capacity Management

Who Should Attend

Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

Prerequisites

None, but it is our recommendation that students with limited IT backgrounds sit through the Journey to Excellence web based awareness program (see below)

Exam

An optional 1-hour closed book multiple choice examination can be administered by an independent proctor at the end of the course. Certification is through either the Information Systems Examination Board (ISEB) or Exin.

Reference Material

The student workbook and other ITSM-related study material and mentoring sessions are available for purchase prior to, or during, the class.

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