ITSM/ITIL Service Manager Bridge

Course Summary

Description
This course will bridge the subject matter content gap between the ITIL Service Manager's Certificate version 2 and the ITIL Expert Certification of IT Service Management version 3. Through lectures and simulation exam questions the course offers a comprehensive coverage of the gaps between ITIL V2 and the new ITIL V3 concepts and contents including the introduction of the Service Lifecycle, objectives and business value for each of its phases. Included in this course is the ITIL V3 Service Manager "Bridge" certification exam

Objectives
The main focus of the Service Manager's Expert Bridge program is to explain the GAP between the content of ITIL V3 versus the content of ITIL V2.

A series of effective lectures designed at achieving a clear understanding the new ITIL V3 Best Practice and Service Management lifecycle model, processes and functions, including:
The objectives, scope, concepts, activities, key metrics (KPI's) and challenges for all of the ITIL V3 processes and functions.

- The business value of ITSM Good Practice, the definition of a Service and the concept of Service Management as a practice.
- The basics of Value Creation through Services.
- The identification of Business Requirements and design of Service Solutions.
- Implementation considerations and issues throughout the lifecycle and related processes.
- How ITIL V3 interfaces with other industry guidance such as Cobit, ISO/IEC 20000, etc.
- How new V3 concepts can be used as part of a successful ITSM project or in successful operation of ITSM processes.
- The key principles and balance of some of the opposing forces within Service Management.
- How to evaluate and explain Service Provider Types.
- Designing supporting Management Systems and tools and evaluate the generic requirements for an integrated set of Service Management Technology.
- How Service Automation can assists with integrating Service Management processes.
- Consideration for planning & implementing Service Management technologies.

Topics
- The evolution of Service Management
- The Service Lifecycle
- Key Principles of IT Service Management
- Overview of the ITIL functions
- Basic concept, objectives and activities of ITIL processes

Audience
This course is designed for individuals who already hold the Service Manager's Certificate in IT Service Management at an earlier ITIL version, who wish to obtain the ITIL V3 Expert certificate in IT Service Management.

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

Duration

Five days

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically

ProTech
protechtraining.com

"Charting the Course ...

... to Your Success!"

ITSM/ITIL Service Manager Bridge

Course Outline

I. The evolution of Service Management
- A. Definition of Service and Service Management
- B. Service Management as best practice
- C. The importance of adopting a service and continual improvement culture and approach
- D. Interface to other framework and standards (i.e. ISO/IEC 20000)
- E. Objectives and business value

II. The Service Lifecycle
- A. The main components (the new books) within the 5 stages in the lifecycle:
- B. Service Strategy
- C. Service Design
- D. Service Transition
- E. Service Operation
- F. Continual Service Improvement

III. Key Principles of IT Service Management
- A. Types of service providers
- B. Five key aspects of Service Design
- C. The 7 “Rs” of Change Management
- D. Service “V” model
- E. Continual Service Improvement model
- F. The need for IT Governance and control
- G. Process development characteristic and guidelines
- H. Organizational structure
- I. Key roles and responsibilities
- J. Technology and Architecture considerations

IV. Overview of the ITIL functions
- A. Service Desk
- B. Application Management,
- C. Operations Management
- D. Technical Management

V. Basic concept, objectives and activities of ITIL processes
- A. Key changes to existing version 2 processes, as well as the new ITIL V3 processes
- B. Service Management
- C. Service Portfolio Management
- D. Service Catalogue Management
- E. Supplier Management
- F. Information Security Management
- G. Service Asset and Configuration Management
- H. Release and Deployment Management
- I. Event Management
- J. Request Fulfillment
- K. Access Management
- L. The 7 step improvement process

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically