



ITIL® V3 FOUNDATION BRIDGE CERTIFICATION COURSE

Certificate: ITIL® Foundation - Version 3 | Course Delivery: Virtual, Classroom, Courseware Licensing

Credits: .05 Credits to ITIL Expert™ and 10 PMI PDUs | *subject to external change*

OWLPOINT TRAINING

OwlPoint in partnership with ITSM Academy provides a series of comprehensive IT Service Management education services.

SERVICE CATALOG

Our robust Service Catalog includes all levels of IT Infrastructure Library™ (ITIL®), ISO/IEC 20000, Microsoft Operations Framework (MOF) and Process Design (CPDE) Certification Courses, as well as Workshops, Simulations, and eLearning including; **Apollo 13 an ITSM Simulation**, **Visible Ops** and **Cobit**.

ACCREDITATIONS

All of our Certification Courseware is developed in-house and accredited by independent, international organizations.

PMI PDUs

As a Project Management Institute (PMI®) R.E.P., our courses earn Professional Development Units (PDUs).

ABOUT OWLPOINT

OwlPoint, is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL.

Training Delivered in our Classrooms... or yours

- ▶ Our ITIL® Version 3 (V3) Foundation Bridge Course is for professionals holding previous ITIL® (V1/V2) Foundation certificates and who are interested in the new elements of ITIL® V3 and the impact to their organization. The course provides candidates interested in advanced courses an accelerated route to V3 knowledge.

COURSE DELIVERY:

Open enrollment (public) courses are delivered as Instructor Led **Virtual** Classes. They are delivered over 3 days; Wednesday - 3 hours, Thursday - 3 hours, Friday - 4 hours.

- ▶ Attend class from anywhere via the internet
- ▶ Interact "live" online with a highly-experienced instructor without costly travel
- ▶ Balance training with daily work demands
- ▶ Take more time to absorb the course material
- ▶ Download study aids and exam taking tips
- ▶ Gain flexibility scheduling and taking the exam

Attendees should come ready to participate in lively discussions about process improvements, benefits and challenges.

COURSE OBJECTIVE:

The Foundation Bridge course highlights the new topics in ITIL® V3 and the main differences from earlier versions. In addition to preparing delegates for the V3 Foundation Bridging Certificate in IT Service Management preparation examination, held at the end of the 2nd day, the course also allows learners to:

- ▶ Understand the Differences between V2 and V3
- ▶ Explore the Service Lifecycle
- ▶ Understand V3 Key Terms and Concepts

PREREQUISITES:

- ▶ ITIL® Foundation Certification

AUDIENCE:

The ITIL® V3 Foundation Bridge course is targeted toward existing holders of ITIL® Foundation Certificates from earlier ITIL® versions who want to gain knowledge and understanding of the new content of ITIL® V3.

CERTIFICATION:

Successfully passing (65%) the 30 minute examination, consisting of 20 multiple choice questions.

COURSE / STUDENT MATERIALS:

- ▶ Three (3) days (4 hours per) Instructor Led Education and Exercise Facilitation
- ▶ Learner Manual (excellent post-class reference)
- ▶ ITIL® V3 Pocket Guide (ISBN: 9789087531027)
- ▶ Reinforcing Memory Games
- ▶ Sample Exams and Exam Preparation
- ▶ Post Class Examination

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ITIL EXPERT:

Earn .5 credits of the 22 required to achieve the ITIL Expert™ Certification. Learners qualified for this class have previously earned 1.5 credits with their ITIL® Foundation Certification.

PROJECT MANAGEMENT INSTITUTE (PMI®) PROFESSIONAL DEVELOPMENT UNITS (PDUs):

OwlPoint in partnership with ITSM Academy is recognized by PMI® as a Global Registered Education Provider (R.E.P.). All Project Management Professionals (PMP's) earn **10** PDUs upon completion of this course.

DELIVERY METHODS:

- ▶ Instructor Led Virtual Classroom, Delivered over 3 days
- ▶ Corporate Classroom, Delivered in 2 days
- ▶ Courseware Licensing

INSTRUCTORS:

Our instructors have successful track records as IT professionals and bring that acumen into the classroom. Utilizing the highest quality content, our trainers blend their real life experiences into lively classroom discussion. This training style encourages active group participation, allowing all learners to bring from class a wealth of practical knowledge.

COURSE LOGISTICS:

- ▶ Prerequisite Certification must be Provided Prior to Class Start
- ▶ Maximum Learners per Instructor is 25
- ▶ Total Contact Hours is 9.5
- ▶ Traditional Classroom or U-shaped Seating Arrangement
- ▶ Whiteboard, Flipchart, Projector

