

# HP Education Services Course Description

ITIL V3 Foundation Bridge (HE785)



This 2 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?

- Focus on job-specific skills
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- Hands-on practice

**Course Title:** ITIL V3 Foundation Bridge

**HP Product Number:** HE785

**Category/Subcategory:** ITSM/ITIL

**Course Length:** 2 days

**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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