

## ■ Singapore



The much anticipated ITIL V3 was released to the IT Service Management market on 30 May 2007. Whilst ITIL's history goes back some 20 years, this newest version is perhaps more significant than the previous because of the global uptake of ITIL over the past 5 years since the release of the ITIL V2 IT Service Support and Delivery books.

This five day certification course will provide you with a solid understanding of what ITIL V3 comprehends, where ITIL V3 differs from ITIL V2 and more importantly what ITIL V3 has to offer your organisation. It will help you to decide if and how to best utilise ITIL V3 for your organisation. This course includes a 90 minute the ITIL V3 Managers exam which will provide you with the ITIL Expert certificate.

## Learning Outcomes

Participants will have a in dept level of knowledge and understanding in line with the ITIL V3 Expert certificate in IT Service Management.

## Content

The course covers two parts:

1. Those areas and components that are new to ITIL V3 that will form the main focus for the qualification
2. Those areas and components that were well known at V2, but have undergone some significant differences

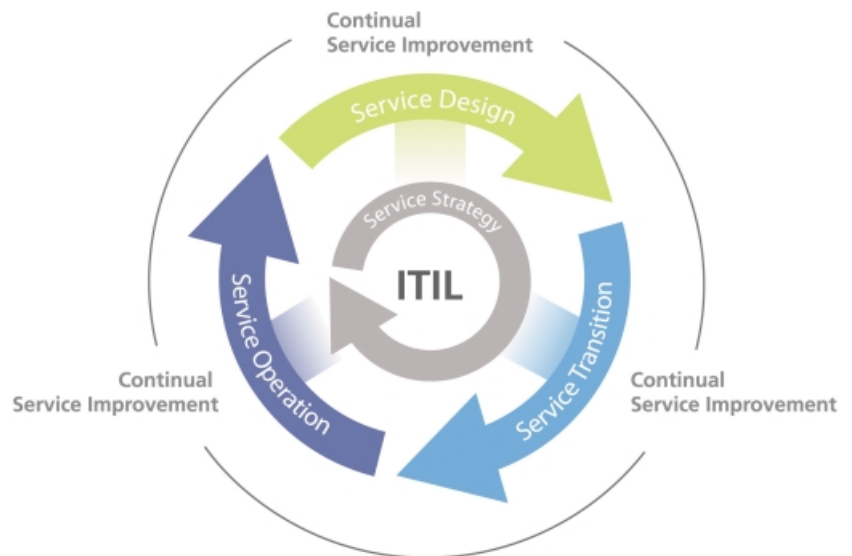
The course is aimed to raise understanding of, and competence in the following areas:

- ITIL V3, What is new?
- Service Management as a practice
- Service lifecycle
- Key principles, process areas and functions
- The interrelationships of the ITIL processes throughout the lifecycle
- Technology and architecture
- Implementation considerations
- Interfaces with related industry standards and frameworks.

A detailed overview of the course content is provided on below.

Additionally the course includes a half day workshop which help yo to determine if and how ITIL V3 can help to make further improvements in your organisation. It includes:

- Discussion on the impact ITIL V3 has on your current process maturity and on any current ITIL initiatives
- Transition to ITIL V3 or stay with V2?
- Costs and benefits of ITIL V3
- Developing your ITIL V3 roadmap



## Who Should Attend

The ITIL V3 Master Bridging Course is appropriate for everybody who holds a valid ITIL Manager's certificate

## Pre-requisites

Candidates are required to have obtained the ITIL Service Managers certificate from earlier ITIL versions.

## Costs

Price per participant is \$4350, including exam, excluding GST.

## Dates

For further dates visit our site [www.pdatrain.com.sg](http://www.pdatrain.com.sg).

### **ITIL Version 3 adopts a greater business focus for IT because IT assets are integrated with the Business Strategy and Business Outcomes**

- IT needs to move with the industry in some key strategic changes such as outsourced services, or cultural change factors
- IT is recognised as a Strategic Business Unit operating in a competitive market and must therefore focus as much on business benefits and marketing as it does on costs, risk management, and project and service delivery

IT therefore needs to have a strategic view of its assets so that they are deployed to create value through the delivery of IT services to customers

## Course Content

### 1. Introduction

- History of ITIL
- ITIL Qualification scheme

### 2. Service Management as a practice

- Service
- Service Management
- Business service management
- Processes

### 3. IT Service Management organisation

- Roles
- Business and Service Units
- Service Provider types
- Sourcing Approaches and Options
- RACI model

### 4. The Service Lifecycle

- ITIL Service Life cycle
- Outcomes and processes

### 5. Service Strategy

- Fundamentals
- Service Models
- Service Portfolio Management
- Demand Management
- Financial Management\*

### 6. Service Design

- Service Design activities
- Service Catalogue Management
- Service Level Management\*
- Capacity Management\*
- Availability Management\*
- IT Service Continuity Management\*
- Information Security Management
- Supplier Management

### 7. Service Transition

- Transition Strategy
- Managing Organisational & Stakeholder Change
- Transition Planning and Support
- Change Management\*
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Testing and Validation
- Evaluation
- Service Knowledge Management

### 8. Service Operation

- Conflicting forces
- Incident Management\*
- Event Management
- Request Fulfilment
- Problem Management\*
- Access Management

### 9. Continual Service Improvement

- The Continual Service Improvement Model
- Service Measurement
- Control and Manage Quality
- The 7 Step Improvement Process
- IT Governance across the Service Lifecycle

### 10. Service operation Functions

- Service Desk\*
- IT Operations Management
- Technical Management
- Application Management

### 11. Service Operation Organisation Structures

- Organisation by technical specialisation
- Organisation by activity
- Organising to manage processes
- Organising by geography
- Hybrid organisational structures

### 12. Technology and Architecture

- Generic requirements for an integrated set of Service Management Technology
- Understand how Service Automation assists with integrating Service Management processes
- Planning and Implementing Service Management Technologies

### 13. Implementation Considerations

- Per service lifecycle phase specific implementation guidance

### 14. Complementary Industry Standards

- COBIT
- ISO/IEC 20000
- CMMI
- Balanced Scorecard
- Quality management
- OSI Framework

### 15. Exam preparation

- General guidance for the preparation for the bridging exam

### 16. Implementing ITIL

- Implementation tips and tricks
- Business case and KPIs
- Aligning People, Process, Technology and Organisational requirements

### 17. Implementing ITIL

- Implementation tips and tricks
- Business case and KPIs

\* Only areas and components that have undergone some significant differences are included