

# HP Education Services Course Description

Bridge Qualification: ITIL V2 Managers to ITIL V3 Diploma (HF436)



This 4-day course provides a management-level update on ITIL V3. It covers those things that are new at ITIL V3 and those things that have significantly changed since ITIL V2. It will prepare students for the ITIL V2 Managers to ITIL V3 Diploma examination – and successful candidates will be awarded the new ITIL V3 Diploma.

## Audience

Holders of an existing Manager's certificate in IT Service Management, who wish to update their skills and knowledge to ITIL V3, and obtain the ITIL Diploma

## Prerequisites

Candidates must already hold the Managers Certificate in IT Service Management

## Course Objective

Upon successful completion of this course participants will be able to:

- Gain a good management-level understanding of the ITIL V3, including all aspects of the ITSM lifecycle
- Gain the knowledge necessary to prepare for the "ITIL V2 Managers to ITIL V3 Diploma" examination from EXIN, ISEB or APM Group

## Benefits to You

- Update your ITSM management-level knowledge to fully reflect the new concepts and all significant changes to ITIL at V3
- Obtain the new ITIL V3 Diploma

## Why education services from HP?

- Comprehensive student materials
- State-of-the-art classroom facilities
- Experienced and best-in-the-field HP instructors
- Focus on job-specific skills
- Hands-on practice
- Customized on-site delivery
- More than 80 training locations worldwide
- Online instructor-led and self-paced training at <http://itresourcecenter.hp.com>

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**Course Title:** Bridge Qualification: ITIL V2 Managers to ITIL V3 Diploma

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**HP Product Number:** HF436

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**Category/Subcategory:** ITIL/ITSM

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**Course Length:** 4 days

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**Level:** Managers

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**Delivery Language:** English

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**Next Steps:** Advanced Diploma

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## Detailed Course Outline

### **Service Management as a Practice**

#### **The Service Lifecycle**

#### **New and Changed Generic Concept and Definitions**

#### **New and Changed Processes**

#### **Functions**

#### **Roles and Organization**

#### **Technology and Architecture**

#### **Implementation Considerations**

#### **Complementary Industry Guidance**

#### **ITIL Qualification Scheme**

#### **Mock Examinations**

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