

# ProActive

BUSINESS DRIVEN SERVICE MANAGEMENT



*"On day one of the course I failed the mock exam with just 65%, so the weeks of self study of the new books was not going to be enough. Thanks to the skills of the tutors, the small size of the class, and the attitude of the other attendees, not only did I pass the exam, but the week was great fun."*

- Roger Faithfull, Manager Service Assurance  
Datacom Systems (Wellington) Ltd

## Become an ITIL Expert!

**Bridge the gap between the ITIL Manager's Certificate in IT Service Management and the Version 3 ITIL Expert in Service Management.**

*This is one of the most anticipated training courses in IT Service Management since the release of the Version 3 books in May 2007.*

*The more holistic approach adopted by V3 immediately embraces all parts of the IT organisation and enables everyone to understand their role in the overall lifecycle.*

*This 5-day course is intended for individuals holding the Version 1 or 2 Manager's Certificate who are looking to extend their IT Service Management certification to include Version 3.*

*The V3 Manager's Bridging course will cover the areas that are new to ITIL V3 and explore those concepts that have changed from V2.*

*ProActive was the first organisation to offer the Manager's programme in Australasia and has a well established reputation for continually providing quality training at this advanced level. This is reflected in student pass rates and course feedback.*

*The Manager's Bridging course builds on the success of ProActive's Foundation Bridging course and provides the means for Manager's Certificate holders to upgrade their knowledge and achieve 'ITIL Expert' Certification.*

## COURSE FORMAT

ProActive's course format ensures that students get maximum benefit from the training over a five day period.

- ❖ Real world examples demonstrate the theoretical content
- ❖ Group exercises reinforce the information learned
- ❖ Study groups are provided to provide structure to the revision required to pass the exam
- ❖ Mock papers and revision time provided
- ❖ Course size is limited to 12 to ensure adequate time is allocated to team work and group discussion.

## WHO SHOULD ATTEND?

Only holders of the Manager's Certificate in IT Service Management may attend this course.

## CERTIFICATION & ASSESSMENT

Assessment takes place at the end of the course. The scenario-based, 90 minute multiple choice examination consists of 20 questions.

The percentage pass mark is 80% (16/20).

This leads to the international V3 'ITIL Expert' level Certification from the UK-based Information Systems Examination Board (ISEB).

# ITIL V3 Manager's Bridging

## PREPARATION

In order to benefit fully from the course, all candidates should read, and be familiar with, the ITIL Service Lifecycle Practices core guidance (Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement).

'The Official Introduction to the ITIL Service Lifecycle' book is also recommended.

## STUDY GROUPS

Study groups are provided in a conference call format over a 2 week period. These provide students with a structured approach to reading the appropriate sections of the books to get the most out of the training.

They also provide an opportunity to comment on, or clarify any issues, plus the 5 key element guides are provided on registration to aid in your study.

## COURSE FEE

	AUST	NZ
Course Price:	\$4620.00	\$5197.50
Exam:	\$302.50	\$339.75

Prices include GST.

Terms: Full payment with booking is required, and subject to standard terms and conditions, available on ProActive's web site.

For the full listing of dates, locations, and prices, call (AUS)1300 880 855 (NZ) 0800 11 56 56 or register online.

[www.proactiveservices.com.au](http://www.proactiveservices.com.au) [www.proactiveservices.co.nz](http://www.proactiveservices.co.nz)



# ITIL V3 Manager's Bridging

## THE V2 - V3 TRAINING ROADMAP

V3 Manager's Bridge training fast-tracks Manager's Certificate holders to achieve ITIL Expert Certification in Version 3.

The V3 syllabus for the ITIL Expert is much larger than the Manager's Certificate in V2, as it now encompasses what was previously in ICT Infrastructure Management, Applications Management and other ITIL Version 2 books as well as introducing some new material.

The V3 Manager's Bridging course will cover the areas that are new to ITIL V3 and explore those concepts that have changed.

## ABOUT PROACTIVE

ProActive Services is Australia's longest serving ITIL training provider and is responsible for establishing ITIL in Australia. ProActive has trained well over 22,000 students in IT Service Management through Australia, New Zealand, SE Asia, the UK and USA.

Your ProActive instructor holds the ITIL Expert Certification, in addition to various other ITIL qualifications. This, in addition to practical, hands-on experience, provides a mix of theory and real world examples to consolidate the students' learning.

ProActive instructors are highly regarded consultants in the ITSM arena and many are called upon to deliver papers and presentations on their experiences.

## COURSE CONTENTS

### Day 1:

#### Introduction to Version 3:

- The evolution from V2 to V3
- V3 Service Lifecycle and Interfaces

#### Service Strategy:

- Goals and Objectives
- Fundamentals
- Concepts
- Processes and Activities:
  - *The 4 components of Service Strategy*
  - *Service Portfolio Management*
  - *Financial Management*
  - *Demand Management*
- Significant changes at ITIL V3.

### Day 2:

#### Service Design:

- Goals and Objectives
- The 5 aspects of Service Design
- Delivery models
- Processes of Service Design:
  - *Service Catalogue Management*
  - *Information Security Management*
  - *Supplier Management*
  - *IT Service Continuity Management*
- Significant changes at ITIL V3.

#### Service Transition:

- Goals and Objectives
- Service Transition Strategy and Policy
- Processes of Service Transition:
  - *Transition planning and support*
  - *Change Management*
  - *Release & Deployment Management.*

### Day 3:

#### Service Transition continued:

- *Service Validation & Testing*
- *Evaluation*
- *Knowledge Management*
- Significant changes at ITIL V3.

### Day 3 (continued):

#### - Service Operation:

- Goals and Objectives
- Conflicting balances of Service Operation
- Processes of Service Operation:
  - *Event Management*
  - *Request Fulfillment*
  - *Problem Management*
  - *Access Management.*

### Day 4:

#### Service Operation continued:

- Functions of Service Operation:
  - *Service Desk*
  - *Technical Management*
  - *Application Management*
  - *IT Operations Management*
- Significant changes at ITIL V3.

#### Continual Service Improvement:

- Goals and Objectives
- Governance across the Service Lifecycle
- Continual Service Improvement Model
- Deming Model
- Service Measurement
- The 7 step improvement process

#### Technology and Architecture across the Service Lifecycle

#### Implementation Considerations V3 Interfaces to other Industry Guidance

### Day 5:

#### Course Review & Examination:

- Course summary & revision
- Mock Exam
- Final Preparations
- 90 minute examination