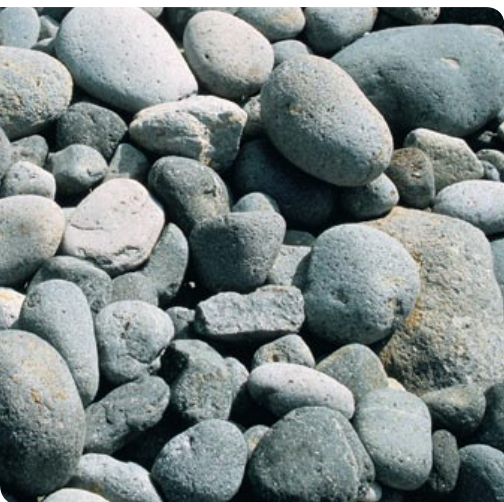


# ITIL V2 to ITIL V3 Foundation Bridge Training from EMA



## MORE INFORMATION:

To learn more about scheduling ITIL V2 to ITIL V3 Foundation Bridge training for yourself or your team, please contact the EMA Business Development Team at [enterpriselit@enterprisemanagement.com](mailto:enterpriselit@enterprisemanagement.com) or 303.543.9500.

## Upgrade Your Certification from ITIL V2 to ITIL V3 with Flexible Training Solutions from EMA

Enterprise Management Associates partners with itSM Solutions – an accredited courseware and training provider (ACP/ATP) – to deliver a variety of IT Service Management (ITSM) training solutions for IT professionals. We offer a full range of ITIL and ITSM training courses through a variety of flexible delivery options to meet virtually any budget. Whether you simply need to upgrade your own ITIL training, educate your executive management on the value of ITSM, or get your entire team ITIL certified, EMA has an offering to meet your needs.

### ITIL V3 Foundation Bridge Course

Are you ITIL V2 Foundation certified? This one-day course prepares you to upgrade your certification to ITIL V3 Foundation! This hands-on certification training program enables ITIL Version 2 certified students to upgrade their Foundation certification to Version 3 of the IT Infrastructure Library. Accredited by the Information Systems Examination Board (ISEB) and the Examination Institute for Information Science (EXIN), the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

This interactive course features lectures, discussion, team exercises, and quizzes. It culminates with an optional, one-hour certification examination.

### Training Delivery Options

We offer our ITIL V2 to ITIL V3 Foundation Bridge training course through a variety of delivery vehicles to provide maximum flexibility in pricing, scheduling, venue, learning time, book delivery, travel and expense, and class size. Delivery options include:

- **Onsite Group Training** – Delivered at your location, this instructor-led, classroom-based, group mentoring solution incorporates an interactive curriculum and a live certified facilitator to help participants internalize the concepts of ITSM and ITIL while preparing for the exam.
- **Web-Based Group Training** – Delivered at your location over the Internet, this virtual classroom-based, group mentoring solution incorporates an interactive curriculum and a live certified facilitator to help participants internalize the concepts of ITSM and ITIL while preparing for the exam.
- **Online Mentored Learning** – This online, one-on-one mentoring solution incorporates a video-based curriculum and a live certified mentor to help participants internalize the concepts of ITSM and ITIL while preparing for the exam.

# ITIL V2 to ITIL V3 Foundation Bridge Training from EMA

## *Course Outline*

- Continual Service Improvement
  - Review, Audit, and Metrics through the Continual Service Improvement
  - New/Changed Concepts and New Definitions and Terms
- Service Operation
  - Incident, Problem, Event, and Access Management
  - Request Fulfillment and the Service Desk
- Service Transition
  - Best Practices in Release Management, Change Management, Program/Project Risk Management, Service Asset and Configuration Management, CMS, DML, and the Spares Store
- Service Strategy
  - Service Economics
  - ROI
  - Service Portfolio Management
  - Demand Management
- Service Design
  - Service Catalog Management
  - Service Level Management (SLM)
  - Availability Management
  - IT Service Continuity Management
  - Supplier Management
  - Information Security Management
  - Capacity Management

## *Who Should Attend*

Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

## *Prerequisites*

All students will be required to submit a copy of their V2 Foundation certification prior to attending the class.

## *Exam*

An optional 1-hour, 40-question, closed book, multiple choice examination can be administered by an independent proctor at the end of the course. Certification is through either ISEB or EXIN.

# ITIL V2 to ITIL V3 Foundation Bridge Training from EMA

## About EMA

Enterprise Management Associates (EMA) is a leading industry analyst and consulting firm dedicated to the IT management market. We provide IT vendors and enterprise IT professionals with objective insight into the real-world business value of long-established and emerging technologies, ranging from security, storage and IT Service Management (ITSM) to the Configuration Management Database (CMDB), virtualization and service-oriented architecture (SOA). Learn more about our research services, our free online IT Management Solutions Center, and our IT consulting offerings at: [www.enterprisemanagement.com](http://www.enterprisemanagement.com)

## Learn More

Contact the EMA Business Development Team at [enterpriseIT@enterprisemanagement.com](mailto:enterpriseIT@enterprisemanagement.com) or +1.303.543.9500 to learn more about scheduling an onsite group, Web-based group, or online mentored learning course for ITIL V2 to ITIL V3 Foundation Bridge today!