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ITIL® Foundation Version 3 Bridging Course Description

This course targets those who wish to upgrade their current ITIL® Foundation certification to version 3.

ITIL® Foundation version 3 Bridge Course is a 1 ½ day, instructor-led course that provides an overview of ITIL®'s version 3 and complies with the latest exam syllabus provided by APMG / Loyalist Certification Services.

Class Objective:

- Prepare students for the ITIL® v3 Foundation Bridging examination (based APMG exam syllabus requirements) held at the end of the day.

Day 1: 9am – 5pm

- Introduction, Qualification Scheme (30 minutes)
- Service Lifecycle (60 min)
- Break (15 min)
- Service Management (30 min)
- Service Strategy (90 min)
- Lunch (around noon - 30 min)
- Service Design (60 min)
- Break (15 min)
- Service Transition (90 min)
- Review (30 min)
- Mock exam (30 min)

Day 2: 9am – 1pm

- Review Day 1 (15 minutes)
- Service Operation (75 min)
- Break (15 min)
- CSI (30 min)
- V2 & 3 gaps + review (45 min)
- Break (30 min)
- APMG Exam (30 min)

Course workbook includes:

- Bridge presentation
- 2 Mock exams
- Glossary of terms
- APMG Exam Syllabus (actual course content requirements)
- Exam Registration process
- Feedback form

Course Prerequisite:

Students must hold the ITIL® v1 or 2 Foundation Certificate in IT Service Management and register with Loyalist College...visit <https://lcms.lcsexams.com/> to register. Candidates must bring photo identification to class.

Costs: (* Please be aware... not included in pricing below: Exam (\$75US/exam) and Proctor (\$240 US/class)

- **Per student = \$300***
- **On site classes = \$2,000 (exams, travel extra)**
 - Recommended maximum class size = 15...can go as high as 25

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