



Professional Qualifications for

ITIL® PRACTICES FOR SERVICE MANAGEMENT

***The ITIL® V3 Foundation Bridge Certificate
in IT Service Management
SYLLABUS***



The Swirl logo™ is a Trade Mark of the Office of Government Commerce
ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

THE ITIL FOUNDATION BRIDGE CERTIFICATE IN IT SERVICE MANAGEMENT

The ITIL Foundation V3 Bridge Course is provided to give candidates a fast track route to an ITIL version 3 Foundation certificate level of knowledge. This course is only intended for existing holders of ITIL Foundation Certificates from earlier ITIL versions.

The ITIL Foundation V3 Bridge course highlights the new topics in ITIL version 3 and the main differences from earlier ITIL versions.

Target Group

The target group of the ITIL V3 Foundation Bridge course is existing holders of ITIL Foundation Certificate from earlier ITIL versions who want knowledge and understanding of the new content of ITIL version 3.

Learning Objectives

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the components related to this certification.

- Service Management as a practice (Awareness)
- Service Lifecycle (Awareness)
- Key Principles and Models (Awareness)
- Generic Concepts (Awareness)
- Selected Processes (Awareness)
- Selected Roles (Awareness)
- Selected Functions (Awareness)
- Technology and Architecture (Awareness)
- ITIL Qualification scheme (Awareness)

Foundation Bridge Syllabus

The syllabus will guide the design, development and use of training materials as well as training aimed at raising understanding of, and competence in, IT Service Management as described in the ITIL Service Strategy, ITIL Service Design, ITIL Service Transition, ITIL Service Operation, ITIL Continual Service Improvement, ITIL Introduction and ITIL Glossary publications. The syllabus has been designed with ease of reference, extensibility and ease of maintenance in mind.

The Bridge syllabus is based on the ITIL version 3 Foundation Syllabus. The scope of the V3 Foundation course is wider and less detailed compared to Foundation on earlier ITIL versions. The main focus of the Bridge course will be the new content. It will also provide an overview of the main differences on topics known from earlier ITIL versions.

Training providers are free to structure and organize their training in the way they find most appropriate, provided the units below are sufficiently covered. It is strongly recommended that training providers do not structure their courses by simply following the order of the training units as described in this document. It has been designed to be flexible so that training providers can add value as appropriate. The recommended number of study hours is 9.5 hours plus the final exam.

Note that the numbering is not in order, since it reflects the numbering of the ITIL version 3 Foundation Syllabus. The terms emphasized in *italics* are defined in the ITIL Glossary.

Unit	Content
ITILFND00	<p>Introduction</p> <p>The purpose of this unit is to help the candidate understand the background for ITIL version 3 and why ITIL needed to change.</p> <p>Specifically, candidates must be able to:</p> <ul style="list-style-type: none"> 00-1. Explain the background for the new ITIL version and how the project got input from different stakeholder groups and nationalities 00-2. Understand why ITIL needed to change <p><i>The recommended study period for this unit is minimum 15 minutes. This unit will not be subject to exam questions.</i></p>
ITILFND01	<p>Service Management as a practice</p> <p>The purpose of this unit is to help the candidate to define <i>Service</i> and to comprehend and explain the concept of <i>Service Management as a practice</i>.</p> <p>Specifically, candidates must be able to:</p> <ul style="list-style-type: none"> 01-1. Describe the concept of <i>Good Practice</i> (SS 1.2.2) 01-2. Define and explain the concept of a <i>Service</i> (SS 2.2.1) 01-3. Define and explain the concept of <i>Service Management</i> (SS 2.1) 01-4. Define <i>Functions</i> and <i>Processes</i> (SS 2.3, 2.6.1, SD 2.3, SD 3.6.4, ST 2.3, SO 2.3, 3.1, CSI 2.3) 01-5. Explain the <i>process</i> model and the characteristics of <i>processes</i> (SD 2.3.2, 3.6.4) <p><i>The recommended study period for this unit is minimum 45 minutes.</i></p>

Unit	Content
ITILFND02	<p>The Service Lifecycle</p> <p>The purpose of this unit is to help the candidate to understand the value of the <i>Service Lifecycle</i>, how the <i>processes</i> integrate with each other, throughout the <i>Lifecycle</i> and explain the <i>objectives</i> and business value for each phase in the <i>Lifecycle</i></p> <p>Specifically, candidates must be able to:</p> <ul style="list-style-type: none"> 02-2. Describe the structure, <i>scope</i>, <i>components</i> and interfaces of the Service Lifecycle (SS 1.2.3 All) 02-3. Account for the main goals and <i>objectives</i> of <i>Service Strategy</i> (SS 1.3) 02-4. Account for the main goals and <i>objectives</i> of <i>Service Design</i> (SD 2.4.1, SD 3.1) 02-5. Briefly explain what value <i>Service Design</i> provides to the business (SD 2.4.3) 02-6. Account for the main goals and objectives of <i>Service Transition</i> (ST 2.4.1) 02-7. Briefly explain what value <i>Service Transition</i> provides to the business (ST 2.4.3) 02-8. Account for the main goals and objectives of <i>Service Operations</i> (SO 2.4.1) 02-9. Briefly explain what value <i>Service Operation</i> provides to the <i>business</i> (SO 2.4.3 1st para, SO 1.2.3.4) 02-10. Account for the main goals and <i>objectives</i> of <i>Continual Service Improvement</i> (CSI 2.4.1, 2.4.2) <p><i>It is recommended that this training is covered within other units</i></p> <p><i>The recommended study period for this unit is minimum 1.0 hours.</i></p>
ITILFND03	<p>Generic concepts and definitions</p> <p>The purpose of this unit is to help the candidate to define some of the key terminology and explain the key concepts of <i>Service Management</i>.</p> <p>Specifically, candidates must be able to define and explain the following key concepts:</p> <ul style="list-style-type: none"> 03-1. <i>Utility and Warranty</i> (SS 2.2.2) 03-2. <i>Resources, Capabilities and Assets</i> (SS 3.2.1) 03-3. <i>Service Portfolio</i> (SS 4.2.3, SD 3.6.2 – to end of 1st bullet list) 03-5. The role of IT <i>Governance</i> across the <i>Service Lifecycle</i> (CSI 3.10 All) 03-14. <i>Service Design Package</i> (SD Appendix A) 03-16. <i>Service Knowledge Management System (SKMS)</i> (ST 4.7.4.2) 03-18. <i>Configuration Management System</i> (ST 4.3.4.3) 03-19. <i>Definitive Media Library (DML)</i> (ST 4.3.4.3) 03-20. <i>Service Change</i> (ST 4.2.2) 03-24. <i>Event</i> (SO 4.1 1st para) 03-25. <i>Alert</i> (SO glossary) <p><i>It is recommended that this unit is covered as part of the training in the other units.</i></p> <p><i>The recommended study period for this unit is minimum 30 minutes.</i></p>
ITILFND04	<p>Key Principles and Models</p> <p>The purpose of this unit is to help the candidate comprehend and account for the key principles and <i>models</i> of <i>Service Management</i> and balance some of the opposing</p>

Unit	Content
	<p>forces within <i>Service Management</i>.</p> <p>Specifically, candidates must be able to:</p> <p>Service Strategy</p> <p>04-2. Describe basics of <i>Value Creation</i> through <i>Services</i> (SS 3.1.1, 3.1.2)</p> <p>Service Design</p> <p>04-4. Understand the five major aspects of <i>Service Design</i> (SD 2.4.2)</p> <ul style="list-style-type: none"> • <i>Service Portfolio</i> Design • Identification of <i>Business Requirements</i>, definition of <i>Service Requirements</i> and <i>design of Services</i> • Technology and architectural <i>design</i> • <i>Process design</i> • <i>Measurement design</i> <p>Continual Service Improvement</p> <p>04-8. Explain the <i>Plan, Do, Check and Act</i> (PDCA) <i>Model</i> to control and manage <i>quality</i> (CSI 3.6, 5.5.1, Fig 5.6)</p> <p>04-9. Explain the <i>Continual Service Improvement Model</i> (CSI 2.4.4, Fig 2.3)</p> <p>04-10. Understand the role of measurement for <i>Continual Service Improvement</i> and explain the following key elements:</p> <ul style="list-style-type: none"> • The role of KPIs in the Improvement Process (CSI 4.1.2) • <i>Baselines</i> (CSI 3.7.1) • Types of <i>metrics</i> (technology <i>metrics</i>, process <i>metrics</i>, service <i>metrics</i>) (CSI 4.1.2) <p>The recommended study period for this unit is minimum 1.5 hours.</p>
ITILFND05	<p>Processes</p> <p>The purpose of this unit is to help the candidate understand how the <i>Service Management processes</i> contribute to the <i>Service Lifecycle</i>, to explain the <i>objectives</i> and some of the basic concepts where there are changes from earlier versions of ITIL.</p> <p>The list of activities to be included from each process is the minimum required and should not be taken as an exhaustive list.</p> <p>Specifically, candidates must be able to:</p> <p>Service Strategy</p> <p>State the objectives and basic concepts for:</p> <p>05-21. <i>Demand Management</i> (SS 5.5)</p> <p>The following list must be covered:</p> <ul style="list-style-type: none"> • Challenges in managing demand for <i>Services</i> (SS 5.5.1) • Activity based Demand Management (Patterns of Business Activity PBAs) (SS 5.5.2) • Business activity patterns and user profiles (SS 5.5.3)

Unit	Content
	<p>05-22. <i>Financial Management</i> (SS 5.1 Intro, 5.1.2 Intro)</p> <ul style="list-style-type: none"> • Business case <p>Service Design</p> <p>State the <i>objectives</i> and basic concepts for:</p> <p>05-41. <i>Service Catalogue Management</i> (SD 4.1 Intro, 4.1.1, 4.1.4)</p> <p>05-43. <i>Information Security Management (ISM)</i> (SD 4.6 Intro, 4.6.1, 4.6.4)</p> <ul style="list-style-type: none"> • Security Framework (SD 4.6.4.1) • Information Security Policy (SD 4.6.4.2) • Information Security management System (ISMS) (SD 4.6.4.3) <p>05-44 <i>Supplier Management</i> (SD 4.7 Intro, 4.7.1)</p> <ul style="list-style-type: none"> • Supplier Contract Database (SD 4.7.4) <p>Service Transition</p> <p>State the <i>objectives</i> and basic concepts for:</p> <p>05-62. <i>Knowledge Management</i> (ST 4.7 Intro, 4.7.1, 4.7.4)</p> <ul style="list-style-type: none"> • <i>DIKW & SKMS</i> <p>Service Operation</p> <p>State the <i>objectives</i> and basic concepts for:</p> <p>05-81. <i>Event Management</i> (SO 4.1 Intro, 4.1.1, 4.1.4)</p> <p>05-82. <i>Request Fulfilment</i> (SO 4.3 Intro, 4.3.1, 4.3.4)</p> <p>05-83. <i>Access Management</i> (SO 4.5 Intro, 4.5.1, 4.5.4)</p> <p><i>The recommended number of study hours for this unit is minimum 3.0 hours.</i></p>
ITILFND06	<p>Functions</p> <p>The purpose of this unit is to help the candidate explain the <i>role, objectives, organizational</i> structures and overlap of the three <i>functions</i>.</p> <p>Specifically, candidates must be able to:</p> <p>06-2. State the <i>role, objectives</i> and <i>organizational</i> overlap of:</p> <ul style="list-style-type: none"> • The <i>Technical Management function</i> (SO 6.1, 6.3 Intro, 6.3.1, 6.3.2) • The <i>Application Management function</i> (SO 6.5 Intro, 6.5.1, 6.5.2) • The <i>IT Operations Management function (IT Operations Control and Facilities Management)</i> (SO 6.4 Intro, 6.4.1, 6.4.2) <p><i>The recommended study period for this unit is minimum 15 minutes.</i></p>
ITILFND07	Roles

Unit	Content
	<p>The purpose of this unit is to help the candidate account for and be aware of the responsibilities of some of the key <i>roles</i> in <i>Service Management</i>.</p> <p>Specifically, candidates must be able to:</p> <p>07-1. Account for the <i>role</i> and the responsibilities of the</p> <ul style="list-style-type: none"> • <i>Process owner</i> (SD 6.4 Intro, 6.4.1) • <i>Service owner</i> (CSI 6.1.Intro, 6.1.4) <p>07-2. Recognize the <i>RACI</i> model and explain its role in determining <i>organizational</i> structure. (SD 6 Intro, CSI 6.2 – not RACI-VS or RASCI)</p> <p><i>The recommended study period for this unit is minimum 30 minutes.</i></p>
ITILFND09	<p>ITIL Qualification scheme</p> <p>The purpose of this unit is to help the candidate</p> <p>09-1. Explain the <i>ITIL Qualification</i> scheme, distinguish between the purposes of the two intermediate streams, mention the included certificates, ITIL Expert and ITIL Master, and understand the different options for further training.</p> <p><i>The recommended study period for this unit is minimum 15 minutes.</i></p>
ITILFND10	<p>The following learning unit highlights the main differences related to expected knowledge from earlier ITIL versions. The main differences shall be explained in the ITIL V3 Foundation Bridge Course, not the full content. These main differences will probably be covered as part of the training in the other units, but add a study period of at least 30 minutes.</p> <p>Some key differences from earlier ITIL versions:</p> <p>Based on earlier ITIL versions, candidates should be able to explain the main differences in the following topics:</p> <p>Service Strategy</p> <p>03-4. <i>Service Catalogue (Business Service Catalogue and Technical Service Catalogue)</i> (SS 4.2.3.1, SD 4.1.4)</p> <p>03-9. <i>Service Provider</i> (SS 3.3 Intro) (The 3 main types of service providers are NOT required in detail)</p> <p>Service Transition</p> <p>03-21. <i>Change types (Normal, Standard and Emergency)</i> (ST 4.2.6.1, 4.2.4.5, 4.2.6.9)</p> <p>03-23. Concept of Seven R's of <i>Change Management</i> (ST 4.2.6.4); no requirement to learn list</p> <p>05-51B. <i>Change Management</i> (ST 4.2)</p> <ul style="list-style-type: none"> • Types of change request (ST 4.2.4.3, Table 4.3) • Change process models and workflows (ST 4.2.4.4) • Standard change (ST 4.2.4.5) • Remediation Planning (ST 4.2.5) • Change Advisory Board / Emergency Change Advisory Board (ST

Unit	Content
	<p>4.2.6.8)</p> <p>05-52B. State the <i>objectives</i> and basic concepts for:</p> <ul style="list-style-type: none"> • <i>Service Asset and Configuration Management (SACM)</i> (ST 4.3 Intro, 4.3.1, 4.3.4) (Understand the information structure and new terminology related to CMDB, DML, KEDB CMS and SKMS related to the concept of “data-information-knowledge-wisdom”) <p>05-61. State the <i>objectives</i> and basic concepts for:</p> <ul style="list-style-type: none"> • Release and Deployment Management (ST 4.4 Intro, 4.4.1, 4.4.4, 4.4.4.1, 4.4.4.2) <p><i>Service Operation</i></p> <p>05-72B. State the <i>objectives</i> and basic concepts for:</p> <ul style="list-style-type: none"> • <i>Problem Management (SO 4.4)</i> not PM Techniques <p><i>It is recommended that this unit is covered as part of the training in the other units.</i></p> <p><i>The recommended study period for this unit is minimum 30 minutes.</i></p>
ITILFND11	<p>Mock exam</p> <p>The purpose of this unit is to help the candidate to pass the ITIL Foundation Bridge exam.</p> <p>Specifically, candidates must:</p> <p>11-1. Sit minimum one ITIL Foundation Bridge mock exam.</p> <p><i>The recommended study period for this unit is a minimum 1.0 hour inclusive of revision.</i></p>

Format of the Examination

This syllabus has an accompanying examination at which the candidate must achieve a pass score to gain the ITIL V3 Foundation Bridge Certificate in IT Service Management.

Type	Multiple choice, 20 questions. The questions are selected from the full ITIL Foundation in IT Service Management examination question bank.
Duration	Maximum 30 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 40 minutes and are allowed the use of a dictionary.
Prerequisite	Foundation Certificate from earlier ITIL versions and completion of an accredited Course from an ITIL Accredited Training Provider.
Supervised	Yes
Open Book	No
Pass Score	65 % (13 out of 20)
Distinction Score	None
Delivery	Online or paper based through an Accredited Training Organization / Provider.