

## **1320 – ITIL® V2 - V3 Foundations Bridge Exam Prep**

### **1. Introduction**

- a. Course Introduction
- b. Overview of changes
- c. ITIL Lifecycle Model and Process Overview

### **2. Service Strategy**

- a. Service Strategy Overview
- b. Strategy Generation (New)
- c. Financial Management (Changes)
- d. Demand Management (New)
- e. Service Portfolio (New)
- f. Service Strategy Review

### **3. Service Design**

- a. Service Design Overview
- b. Service Catalogue Management (New)
- c. Capacity Management (Changes)
- d. Availability Management (Changes)
- e. Service Level Management (Changes)
- f. Information Security Management (Changes)
- g. Supplier Management (New)
- h. IT Service Continuity Management (Changes)
- i. Service Design Review

### **4. Service Transition**

- a. Service Transition Overview
- b. Transition Planning & Support (New)
- c. Change Management (Changes)
- d. Service Asset & Configuration Management (Changes)
- e. Validation & Testing Management (New)
- f. Release & Deployment Management (Changes)
- g. Evaluation Management (New)
- h. Service Knowledge Management (New)
- i. Service Transition Review

### **5. Service Operation**

- a. Service Operation Overview
- b. Event Management (New)
- c. Request Fulfillment (New)
- d. Incident Management (Changes)
- e. Problem Management (Changes)

- f. Technology Management (New)
- g. Access Management (New)
- h. Operations Management (New)
- i. Service Operation Review

## **6. Continual Service Improvement**

- a. Continual Service Improvement Overview
- b. Service Measurement (New)
- c. Service Analysis (New)
- d. Service Reporting (New)
- e. Service Improvement (New)
- f. Continual Service Improvement Review

## **7. Course Wrap-Up**

- a. Review of changes
- a. ITIL Foundation Bridge Practice Exam