PULTORAK & ASSOCIATES
the business of IT™

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ITIL® V3 Foundation Bridging

Course Number 1973

Pultorak & Associates' ITIL® Version 3 Foundation Bridging course is a one-day, instructor-led training designed to update the knowledge of IT professionals who have already attained ITIL® Version 2 Foundation certification. The course provides an introduction to the changes and additions to the ITIL® body of knowledge introduced by ITIL® Version 3 and prepare the participants to pass the optional 20-question ITIL® Foundation Bridging Exam.

Who Should Attend?

ITIL® Version 3 Foundation Bridging is an introductory-level course intended for IT professionals responsible for developing, supporting, and operating application-based IT services (e.g., messaging) and infrastructure-based IT services (e.g., network services). Target participants are existing holders of the ITIL® Foundation Certificate from earlier ITIL® versions who want knowledge and understanding of the new content of ITIL® Version 3.

Prerequisites

Participants must be holders of an ITIL® Version 1 or 2 Foundation Certificate. The certification organizations require proof of attainment copy of your certificate prior to taking the course if the participant plans on taking the certification examination.

Optional Certification Examination

The ITIL® V3 Foundation Bridging Course includes a 30-minute exam consisting of 20 multiple choice questions. Passing the exam will grant the participant the ITIL® Foundation Certificate.

Course Materials

All participants receive a participant kit which includes a copy of the course presentation with extensive notes, job aids, handouts, sample exams, as well as the Glossary.

Pultorak & Associates can deliver this class for you, or you may opt to purchase our course material to deliver yourself.

Please note that the purchase of courseware alone does not automatically grant the user access to certification exams.
The Certification Organizations require the purchaser to be either an Accredited Training Organization or an Accredited Training Associate of Pultorak & Associates.

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Course Outline

- Module 1: Changes Introduced by ITIL® V3
  - The new qualification scheme and body of knowledge structure and implementation
- Module 2: ITIL® V3 New Core Concepts
  - The Service Lifecycle phases and the new concepts, processes, and functions within
- Module 3: ITIL® V2 Concepts Changed in V3
  - Changes to concepts from earlier ITIL® versions
- Module 4: Preparation for Examination
  - How to prepare for the ITIL® Foundation Bridging certification examination
- Examination (Optional)

Why Pultorak for This Course?

Pultorak's industry experts have years of experience in ITIL® and its implementation. We are active contributors to the content and strive to ensure that the concepts are backed by real-world connections and critical insights that will help you chart your own path and achieve your ITIL® goals. Our experienced instructors have lived the subject matter and create meaningful, engaging interactions delivering value to you like no one else can.

Pultorak & Associates is accredited by all the certification organizations including APMG, Loyalist Certification Services, EXIN, and ISEB. Our instructors are based in the US and have been delivering ITIL® courses for over 15 years. We can customize the delivery of training to meet your organization's needs, including developing unique classroom solutions that integrate simulations or industry specific examples. We are members in good standing with the itSMF USA organization.

Costs

ITIL® V2-V3 Foundation Bridge Instructor-led Course (1 day)
Pricing: $2750 + $180 per student (additional costs may apply)

ITIL® V2-V3 Foundation Bridge Courseware only
Pricing: Participant Kit $100, Instructor Kit $200 (+ shipping)

Pricing valid as of August 2008 and subject to change

For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, info@pultorak.com, or visit our website at www.pultorak.com.

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