

The ITIL Managers Bridge Certification In IT Service Management

This qualification will bridge the gap between the ITIL Manager's Certificate in IT Service Management and the ITIL Expert in IT Service Management. This course is only intended for those holding a valid ITIL Manager's Certificate in IT Service Management based ITIL versions 1 and 2. Students wishing to progress to the ITIL Master in IT Service Management must provide documentary evidence of attaining this qualification (and the earlier Manager's Certificate) before being allowed to progress to the Master level.

Target Group

The target group of the ITIL Managers Bridge Qualification are:

- Individuals who already hold the Manager's Certificate in IT Service Management at an earlier ITIL version, who wish to obtain the ITIL Expert in IT Service Management, thereby demonstrating their knowledge of ITIL V3

This may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

Learning Objectives

Candidates can expect to gain competencies in the following areas, upon successful completion of the education and examination components related to this certification. Bloom's Taxonomy and the way it is used in ITIL qualifications is explained in the final chapter of this document.

Entry Criteria

This qualification is ONLY available to candidates who already hold the Manager's Certificate in IT Service Management.

The examination has been written on the basis that in preparing for the examination all candidates will have attended an accredited training course and will have read the ITIL Service Lifecycle Practices core guidance which includes:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Introduction to the Service Lifecycle (optional, but recommended)

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 for ease of reference, extensibility, and ease of maintenance in mind.

The Managers Bridge syllabus is based upon the Foundation bridging syllabus (as the Managers Bridge training and qualification encompasses the Foundation bridge – candidates already qualified at Managers level do not therefore have to separately attend the Foundation Bridge). The syllabus is however broader and will train and test skills at a greater depth of understanding, appropriate to a Manager's level qualification.



The main focus of the Managers Bridge will be the NEW content of ITIL V3 and those things that have changed. The syllabus is therefore in two parts:

- Part 1 covers those things that are new to ITIL V3 that will form the main focus for the qualification.
- Part 2 covers those things that were well known at V2, but with some significant differences. The training/qualification will focus only on those elements that have changed.

Note: Anything that is not documented in this syllabus will NOT be examined during the qualification.

Candidates for the ITIL Managers Bridge Qualification must complete the following 14 units of study and successfully pass the relevant complex multiple choice examination to achieve certification. The units cover the topics listed.

Note: The minimum study (contact) time totals 28 hrs. It is envisaged that providers will offer this as a 4-day course, and use innovative ways of presenting the material, including exercises and assignments to re-enforce the knowledge gained. A mock examination will be made available to assist in examination preparation. Training providers are free to structure and organize their training in a way they find most appropriate, providing the units below are covered.

