

For more information, contact  
Pultorak & Associates, Ltd.  
Seattle | Philadelphia | Manila  
Phone +1(206)729-1107  
Fax +1(206)418-6757  
Web: [www.pultorak.com](http://www.pultorak.com)  
Email: [info@pultorak.com](mailto:info@pultorak.com)

# ITIL® V3 Managers Bridge

Pultorak & Associates' ITIL Version 3 (V3) Managers Bridge course is a five-day course designed to update the knowledge of IT professionals who have already attained ITIL V2 Managers certification. This course provides a straightforward, no-nonsense introduction to the changes and additions to the ITIL body of knowledge created by ITIL V3.

## Who Should Attend?

ITIL V3 Managers Bridge is an advanced-level course intended for IT professionals responsible for managing the IT organization and its infrastructure. Target participants are existing holders of ITIL Managers Certificate from earlier ITIL versions who want knowledge and understanding of the new content of ITIL V3.

## Prerequisites

Participants are required to be holders of an ITIL V1 or V2 Managers Certificate. The certification organizations require a proof of attainment copy of your certificate prior to taking the course if the participant plans on taking the certification examination. In addition, the participant must purchase a set of the Service Lifecycle study guides for review prior to and during the course. These can be purchased through the Pultorak & Associates website.

## Optional Certification Examination

The ITIL V3 Managers Bridge Course includes a 90-minute exam consisting of 20 multiple choice questions leading to the ITIL Diploma in IT Service Management.

## 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 ITIL 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 only 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

- Day 1: Introduction, ITIL V3 and the Service Lifecycle, ITIL V3 Service Management
- Day 2: Service Strategy
- Day 3: Service Design
- Day 4: Service Transition, Service Operation
- Day 5: Continual Service Improvement, Preparation for Examination

### 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 Managers Bridge Instructor-led Course (5 days)  
\$10240 (includes 30 hours of training and Exam Proctor Fee of \$240)  
+ \$TBD per student (includes courseware and exam voucher for certification exam). Additional costs may apply.

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](mailto:info@pultorak.com), or visit our website at [www.pultorak.com](http://www.pultorak.com).