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Sommario/riassunto	ITIL® is a framework for IT service management and provides best management practice to meet ISO 20k. The objective of the ITIL Service Management framework is to give guidance to all types of organisations that provide IT services to businesses. The Manager's Bridge Certificate is intended for those who have an ITIL (V1 or V2) Manager's Certificate in IT Service Management and wish to bridge the gap between their existing qualification and ITIL V3 Expert in IT Service Management. The main focus of the Managers Bridge will be the NEW content of ITIL V3 and the content that has changed. The