

ITIL® Intermediate: Service Lifecycle – Service Transition (ST)

Duration: 3 Days

Method: Instructor-Led Training (ILT) | Live Online Training

Certification: ITIL Intermediate Qualification: Service Lifecycle – Service Transition

Course Description

This course will help any organization to improve the quality of their IT Service Management. It increases understanding about ITIL principles and terminology, and the concepts, processes, functions and activities of IT Service Transition (ST). The course also covers the ST rationale and provides the opportunity to sit the certification examination. This certificate is a free-standing qualification, but it is also part of the *ITIL® Intermediate Lifecycle* stream, and one of the modules that leads to the *ITIL® Expert in IT Service Management Certificate*.

Target Audience

This course is intended for:

- IT Professionals working within, or about to enter an ST environment and requiring an understanding of the concepts, processes, functions and activities involved.
- Individuals who require an in-depth understanding of this stage of the ITIL Service Lifecycle and how it may be implemented to enhance the quality of IT Service provision within an organization.

Prerequisites

To attend this course, candidates must have:

- **Two (2) years** of relevant work experience
- One of the Foundation certificates:
 - ITIL Foundation certificate (v3 or newer) in IT Service Management
 - ITIL v2 Foundation **AND** the v2/v3 Foundation Bridge Certificate



Exam Details

Exam Name:	• ITIL® Service Transition
Length of Exam:	• 90 Minutes
Number of Questions:	• 8 questions per paper, closed book
Passing Score:	• 70%
Question Format:	• Multiple Choice

Course Objectives

Upon successful completion of this course, attendees will understand:

- The importance of service management as a practise concept and service transition principals, purpose, and objectives.
- How all processes in ST interact with other service lifecycle processes.
- Sub-processes, activities, methods, and functions used in each of the ST processes.
- Roles and responsibilities within ST and the activities and functions to achieve operational excellence.
- How to measure ST.
- Technology and implementation considerations surrounding ST.
- Challenges, critical success factors, and risks associated with ST.

Course Topics

Module 1: Service Transition

- Purpose and Objectives
- Scope
- Business Value
- Context
- Processes



Course Topics *Continued*

Module 2: Service Transition Principles

- Policies
 - Define and Implement a Formal Policy
 - Implement All Changes to Services
 - Adopt a Common Framework and Standards
 - Maximize Reuse of Established Processes and Systems
 - Align Plans with the Business Needs
 - Establish and Maintain Relationships with Stakeholders
 - Establish Effective Controls and Disciplines
 - Provide Systems for Knowledge Transfer and Decision Support
 - Plan Release Packages
 - Anticipate and Manage Course Corrections
 - Proactively Manage Resources Across Service Transition
 - Ensure Early Involvement in the Service Lifecycle
 - Provide Assurance of the Quality of the New or Changed Service
 - Proactively Improve Quality During the Service Transition
- Optimizing Performance
- Inputs and Outputs by Lifecycle Stage

Module 3: Transition, Planning and Support Process

- Purpose and Objectives
- Scope of Transition Planning and Support

- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Transition Planning and Support
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Module 4: Service Asset and Configuration Management Process

- Purpose and Objectives
- Scope of Service Asset and Configuration Management
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Service Asset and Configuration Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Module 5: Change Management Process

- Purpose and Objectives
- Scope of Change Management
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Change Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities



Course Topics *Continued*

Module 6: Change Evaluation Process

- Purpose and Objectives
- Scope of Change Evaluation
- Business Value
- Policies, Principles, and Basic Concepts
- Key Terminology
- Activities, Methods, and Techniques
- Trigger, Inputs, and Outputs
- Process Interfaces with Change Evaluation
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Module 7: Release and Deployment Management Process

- Purpose and Objectives
- Scope of Release and Deployment Management
- Business Value
- Policies and Principles
- Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Release and Deployment Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Module 8: Service Validation and Testing Process

- Purpose and Objectives
- Scope of Service Validation and Testing
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Trigger, Inputs, and Outputs
- Process Interfaces with Service Validation and Testing
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Module 9: Knowledge Management Process

- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Knowledge Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Module 10: Managing People and Organizing for Service Transition

- Managing Communications and Commitment
- Managing Organizational and Stakeholder Change
- Organizational Development
- Functions
- Organizational Context for Transitioning A Service

Module 11: Technology and Implementation Considerations

- Knowledge Management Tools
- Collaboration
- Configuration Management System
- Integrated Approach to Service Transition Processes
- Implementing Service Transition in a Virtual or Cloud Environment

Module 12: Service Transition Challenges, Risks, and CSFs

- Challenges
- Risks
- CSFs
- External Factors

Module 13: Exam Preparation/Mock Exam

