

ITIL[®] Intermediate Service Transition

Certification: ITIL[®] Service Transition Lifecycle

Duration: 3 days

Delivery: Classroom

Accreditor: PEOPLECERT on behalf of AXELOS

Credits: 3 in the ITIL scheme

Course Description:

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Transition phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Transition stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to teach the core disciplines of the ITIL best practice and positions the learners to successfully complete the associated exam.

The course is of interest to individuals who require understanding of the ITIL Service Transition phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provisioning within an organization. In addition, the course is of special interest for ITIL Foundation certified professionals extending their qualifications to ITIL Expert (and later ITIL Master) level for which this qualification is a prerequisite.

Audience:

- Release Manager
- Configuration Manager
- Change Manager
- IT Consultants
- IT Audit Manager

Learning Objectives:

At the end of this course, you will be able to:

- Understand the importance of Service Management as a Practice concept.
- Understand the importance of the principles, purpose, and objectives of Service Transition.



- Learn how all processes in Service Transition interact with other Service Lifecycle processes.
- Recognize the sub processes, activities, methods, and functions used in each Service Transition process.
- Recognize the roles and responsibilities within Service Transition and the activities and functions required to achieve operational excellence.
- Learn how to measure Service Transition.
- Understand the technology and implementation considerations surrounding Service Transition.
- Outline the challenges, Critical Success Factors (CSFs), and Risks associated with Service Transition.

Prerequisites:

Participants need to have the ITIL® Foundation certificate. In addition, around 2 years of IT experience is recommended.

Course Agenda:

Day1	Day2	Day3
Course Introduction	Service Transition Processes – Part 2	Organizing for Service Transition
Introduction to Service Transition	Service Transition Processes – Part 3	Technology Considerations
Service Transition Principles	Managing People Through Service Transition	Implementing and Improving Service Transition
Service Transition Processes – Part 1		Challenges, CSFs, and Risks
Service Transition Processes – Part 2		

Course Outline:

Course Introduction

MODULE 01: COURSE INTRODUCTION

- Introductions
- Course Introduction
- Course Objectives
- Unique Nature of the Course
- Course Qualification Scheme
- Course Agenda



MODULE 02: INTRODUCTION TO SERVICE TRANSITION

- Module Objectives
- Module Topics
- Purpose and Objectives
- Service Transition Scope and Processes
- Value to the Business
- Service Transition in the Service Lifecycle
- Module Summary

MODULE 03: SERVICE TRANSITION PRINCIPLES

- Module Objectives
- Module Topics
- Concept of Service Transition Principles
- Key Policies and Best-Practice Principles
- Optimizing Service Transition Performance
- Inputs and Outputs
- Group/Individual Exercise
- Sample Test Question
- Module Summary

MODULE 04: SERVICE TRANSITION PROCESSES — PART 1

- Module Objectives
- Module Topics
- Transition Planning and Support
- Change Evaluation
- Group/Individual Exercises
- Module Summary

MODULE 05: SERVICE TRANSITION PROCESSES — PART 2

- Module Objectives
- Module Topics
- Change Management
- Service Asset and Configuration Management (SACM)
- Knowledge Management
- Group/Individual Exercise
- Sample Test Questions
- Module Summary

MODULE 06: SERVICE TRANSITION PROCESSES — PART 3

- Module Objectives
- Module Topics
- Release and Deployment Management
- Service Validation and Testing
- Group/Individual Exercise
- Sample Test Questions
- Module Summary



MODULE 07: MANAGING PEOPLE THROUGH SERVICE TRANSITION

- Module Objectives
- Module Topics
- Goal
- Managing Communications and Commitment
- Managing Organizational and Stakeholder Change
- Stakeholder Management
- Group/Individual Exercises
- Sample Test Question
- Module Summary

MODULE 08: ORGANIZING FOR SERVICE TRANSITION

- Module Objectives
- Module Topics
- Organizational Development
- Functions
- Organizational Context for Service Transition
- Service Transition Roles and Responsibilities
- Relationship of Service Transition with Other Lifecycle Stages
- Group/Individual Exercise
- Sample Test Question
- Module Summary

MODULE 09: TECHNOLOGY CONSIDERATIONS

- Objective
- Module Topics
- Service Transition Technology Requirements
- Group/Individual Exercise
- Sample Test Question
- Module Summary

MODULE 10: IMPLEMENTING AND IMPROVING -SERVICE TRANSITION

- Module Objectives
- Module Topics
- Key Activities in the Introduction of Service Transition
- An Integrated Approach to Service Transition Processes
- Implementing Service Transition in the Virtual or Cloud Environment
- Group/Individual Exercise
- Sample Test Question
- Module Summary

MODULE 11: CHALLENGES, CSFS, AND RISKS

- Module Objectives
- Module Topics
- Challenges of Service Transition
- Measurement Through CSFs



- Risks During Service Transition and Plan
- Service Transition Under Difficult Conditions
- Module Summary

Exam Information

Exam Description

The Service Transition (ST) module is one of the certifications within the ITIL Service Lifecycle workstream - Intermediate level. Under the ITIL Credit System, the ST module is worth three credits towards the minimum of 17 required to progress to the Managing Across the Lifecycle module, which is the final step before the ITIL Expert Level.

Exam Facts

Delivery	Online/Paper based
Format	Closed
Proctoring	Web/In-class proctored
Duration	90 minutes; 30 minutes extra for non-native English speakers
# of questions	8, Scenario-based, multiple part, and multiple choice questions
Pass Grade	70%

Exam Prerequisites

Participants have to hold ITIL Foundation certification in order to take ITIL Service Transition exam.

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