

ITIL Service Transition

OVERVIEW

This course covers the Service Transition component of the ITIL lifecycle. Topics include change management, service asset and configuration management, service release and deployment, service validation and testing, change evaluation, and decision making with the Service Management Knowledge System (SMKS). The course prepares attendees for the ITIL Intermediate Qualification: Service Transition Certificate, one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

AUDIENCE

- Chief information officers (CIOs), Chief technology officers (CTOs), Managers, Supervisory staff, Team leaders, Service designers
- IT architects, IT planners, IT consultants, IT audit managers, IT security managers
- ITSM trainers involved in the ongoing management, coordination and integration of transition activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL service transition stage of the ITIL service lifecycle and of how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working within, or about to enter, a service transition environment and requiring a detailed understanding of the processes, functions and activities involved
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite Prerequisites
- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- A basic IT literacy and around 2 years IT experience are highly desirable
- Undertake at least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution), as part of a formal, approved training course/scheme
- Complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Transition publication in preparation for the examination

COURSE OBJECTIVES

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to service transition
- Service transition principles
- Service transition processes
- Managing people through service transitions
- Organizing for service transition
- Technology considerations
- Implementing and improving service transition

- Challenges, critical success factors and risks

COURSE OUTLINE

Module 1: Introduction to Service Transition

- The purpose and objectives of service transition
- The scope of service transition and ways that service transition adds value to the business
- The context of service transition in relation to all other lifecycle stages

Module 2: Service Transition Principles

- Service transition policies, principles and best practices for service transition
- How to use metrics to ensure the quality of a new or changed service and the effectiveness and efficiency of service transition
- The inputs to and outputs from service transition as it interfaces with the other service lifecycle phases

Module 3: Service Transition Processes

- A management perspective of the purpose and value of the service transition processes, how they integrate within service transition and how they interface with other lifecycle phases
- Processes: Transition Planning and Support, Change Management, Service Asset and Configuration Management, Release and Deployment Management, Service Validation and Testing, Change Evaluation, Knowledge Management

Module 4: Managing People through Service Transitions

- How to address and manage the communication and commitment aspects of service transition
- How to manage organizational and stakeholder change
- How to develop a stakeholder management strategy, map and analyze stakeholders and monitor changes in stakeholder commitment

Module 5: Organizing for service transition

- How the technical and application management functions interface with service transition
- The interfaces that exist between service transition and other organizational units (including programs, projects, service design and suppliers) and the “handover points” required to ensure delivery of new or change services within the agreed schedule
- Service transition roles and responsibilities, where and how they are used, as well as examples of how small or larger service transition organizations would be structured to use these roles
- Why service transition needs service design and service operation, what it uses from them and how

Module 6: Technology Considerations

- Technology requirements that support the service transition stage and its integration into the service lifecycle
- Types of knowledge management, service asset and configuration management and workflow tools that can be used to support service transition

Module 7: Implementing and improving service transition

- The key activities for introducing an integrated service transition approach into an organization
- The design, creation, implementation and use of service transition in a virtual or cloud environment

MODULE 8: CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS

- **BE ABLE TO PROVIDE INSIGHT AND GUIDANCE FOR SERVICE TRANSITION CHALLENGES, RISKS AND CRITICAL SUCCESS FACTORS**

NEXT STEPS

Courses from the Lifecycle or Capability streams leading to the ITIL Expert qualification.

PROFESSIONAL BENEFITS

The following credits are available for this course:

- 3 credits towards ITIL Expert certification
- 26 PDUs on Business & Strategy