ITIL Service Transition
ITIL-V3 SVR-TR
Length: 3 days
Price: $2,350.00

Course Description

The ITIL Intermediate Qualification Service Transition Certificate is part of the ITIL Intermediate Lifecycle stream and one of the modules that leads to the ITIL Expert in IT Service Management Certificate

This course covers the management and control of the activities and techniques within the Service Transition stage Successful implementation of ITIL Service Transition best practices enables IT departments to develop capabilities for transitioning new and changed services into operations ensuring that requirements are effectively realized while controlling the risks of failure and disruption The main process focus areas of this course include Change Management Service Release and Deployment Management Service Validation and Testing Service Asset and Configuration Management Knowledge Management and Service Evaluation

You will gain knowledge to plan implement and optimize the Service Transition processes and help prepare to take the ITIL Intermediate Qualification Service Transition Certification Exam

At the end of this 3 day course the student will gain competencies in

Service Transition Principles
Management and control of all Service Transition activities
Service Transition Related activities around communications commitment and organizational change
Organizing Service Transition
Control and coordination of Service Transition technology related activities
Analysis justification and selection of the implementation approaches challenges critical success factors
Establish stakeholder management strategies and roles and responsibilities within ITIL Service Transition
Develop and justify test strategies for new services in a variety of business environments
Take the ITIL Intermediate Qualification Service Transition Certification Exam

Course Audience

Individuals who require a detailed 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 provision within an organization CIOs CTOs managers supervisory staff team leaders planners IT audit

managers IT security managers

Course Outline

MODULE 1 Introduction and Overview

Purpose and goals
Linking Service Transition to other ITIL lifecycle stages
How Service Transition creates business value
Service Transition principles the concept of service and the role of utilities and warranties

MODULE 2 Key Principles of Service Transition

Examining all of the services their utilities and warranties
Establishing a formal policy and common framework for implementation of all required changes
Supporting knowledge transfer decision support and the reuse of processes systems and other elements
Anticipating and managing course corrections
Ensuring involvement of Service Transition requirements throughout the lifecycle

MODULE 3 Primary ITIL processes within Service Transition

Change Management

Managing changes in a controlled and consistent manner with minimum disruption The Seven Rs
Maintaining standardized methods for efficient and prompt handling of all changes

Optimizing business risk

MODULE 4 Service Asset and Configuration Management

Identifying controlling and accounting for service assets and CIs
Recording all changes in the Configuration Management system

MODULE 5 Knowledge Management

Enabling informed decision making with a Service Management Knowledge System SKMS

The DataInformationKnowledgeWisdom structure

MODULE 6 Release and Deployment Management

Assembling and positioning all aspects of services into production
Establishing effective use of new or changes services
Delivering changes at optimized speed risk and cost

MODULE 7 Other considerations

Transition planning and support
Service Validation and Testing the Service V Model
Evaluating performance vs expectations

MODULE 8 Common Service Transition Operational Activities

The nature purpose and value of supporting Service Transition activities
Managing communications and commitment
Managing organizational and stakeholder change
Stakeholder Management
The role and requirements of Service Transition in other ITIL processes

MODULE 9 Organizing for Service Transition

Roles and responsibilities
Applying Service Transition to multiple circumstances
Identifying the organizational context

MODULE 10 TechnologyRelated Issues

Defining technology and tool requirements
Analyzing the technology requirements for the elements of Service Transition
Supporting Service Transition through technology
Integrating Service Transition into the entire lifecycle
Matching technology to the organizational situation

MODULE 11 Critical Success Factors and Risks

The challenges facing Service Transition

Identifying CSFs and risks that affect the viability of new and changed services
Establishing critical success factors and key performance indicators KPIs
Estimating benefits and risks for new or changed services
Incorporating external factors into the analysis

CERTIFICATION EXAMINATION

To be eligible for the ITIL Intermediate Qualification Service Transition examination candidates shall fulfill the following requirements

At least 21 contact hours of instruction
Basic IT literacy or around 2 years of IT experiences is desirable
Hold the ITIL v3 Foundation Certificate in IT Service Management

Passing score is 70 Eight 8 multiple choice scenario based gradient scored questions Each question will have 4 possible answer options one of which is worth 5 marks one of which is 3 marks one of which is 1 mark and one of which is a distracter and achieves no marks Maximum 90 minutes for all candidates in their respective language