

Service Transition

ITIL® Intermediate Service Transition

Leading to the ITIL Intermediate Certificate: Service Transition

Duration: 3 Days

Pre-Requisites: Foundation Certificate in IT Service Management

Delivery Methods: Classroom / Self Paced On-line / Instructor Led On-line

Why You Should Attend This Course

Adopting Service Transition, a key phase of ITIL service lifecycle model, can enable improvements to services and Service Management capability by ensuring that the introduction, deployment, transfer and decommissioning of new or changed services is consistently well managed.

Successful Service Transition depends on an effective understanding and application of Change Management, quality assurance and risk management, as well as effective programme and project management. This makes it possible, at every stage through the Service Transition process, to plan, monitor and confirm progress against current business requirements, not just for one service but across all services in transition. Service Transition does not end abruptly when a new or changed service goes live; rather, it works with Service Operation to deliver early life support.

Building on general principles covered in the ITIL Foundation level, this Intermediate course provides critical learning points for IT staff looking to acquire practical knowledge of ITIL terminology, organisational structures, roles, functions and process activities related to Service Transition.

This course fully prepares participants for the examination leading to the *ITIL® Intermediate Certificate: Service Transition*. The course material and associated exam is based on industry practices in Service Management and strategy as documented in the *ITIL Service Transition* book.

Note: This course qualifies for three (3) credits within the ITIL certification scheme upon passing the examination.

What You Will Learn

- Service Management as a practice, how it creates business value, and ITIL Service Transition principles
- Detailed review of ITIL primary Service Transition processes, and their associated roles, responsibilities, challenges, risks and critical success factors, including:
 - **Transition Planning & Support:** The process responsible for coordinating required resources for service transition
 - **Change Management:** The process that realises successful service transition
 - **Service Asset & Configuration Management:** The process that monitors the state of service transition
 - **Service Validation & Testing:** The process that ensures the integrity and the quality of service transition
 - **Release & Deployment Management:** The process that ensures the proper building, testing and deploying of a release
 - **Evaluation:** The process that considers whether the performance and value of a service is acceptable
 - **Knowledge Management:** The process that enhances the ongoing management decision support and service delivery capability
- Detailed review of the following core Service Transition activities:
 - Managing communications and commitment
 - Managing organisational and stakeholder change
 - Planning and implementing organisation change
 - Assessing organisational readiness for monitoring progress of organisational change
 - Methods, practices and techniques used in managing change
- Interaction of Service Transition processes with other Service Lifecycle processes
- Technology and implementation considerations surrounding Service Transition

Pink Elephant's Faculty

This course is presented by a member of a highly experienced and respected team who can recount best practice methods for leading a successful ITSM project and for implementing Service Transition processes. Each presenter has earned this Intermediate certification, as well as the ITIL Expert certification, currently the most advanced available within the qualification scheme. All of Pink Elephant's education consultants are also certified to deliver this course according to Pink's internal Certified Trainer Programme. Finally, Pink Elephant is vendor neutral, and its consultants bring an objective, independent approach to everything they do.

Who Should Attend

- Individuals who have attained the ITIL Foundations Certificate in IT Service Management and who wish to advance to higher level ITIL certifications
- IT professionals working within or about to enter a Service Transition environment, and who require a deep understanding of the concepts, processes, functions and activities involved how they may be used to enhance the quality of IT service provision within an organisation. Target audience includes CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and IT service test managers

NOTE: The examination body recommends that delegates, as a minimum, have basic IT literacy and at least two years of IT experience.

Duration

3 days; includes a 90-minute exam, scheduled on the last day of the course, consisting of eight (8) multiple choice, scenario-based, gradient scored questions. You must achieve a passing mark of 70% to receive your certificate.

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2 –V3 Foundations Bridging Course or the ITIL Foundations. Your certificate must be presented as documentary evidence to gain admission to this course.

Course Preparation

Pre-Course Preparation: Candidates must review their ITIL Foundations or ITIL V2 –V3 Foundations Bridging Course material before attending the course.

In-Course Requirements: The examination body states that all students attending the course complete at least 21 hours of personal study in preparation for the examination, in addition to the in-class contact hours. The personal study time should be spent reviewing the syllabus (available at <http://www.itil-officialsite.com/Qualifications/ITILQualificationScheme.asp>), and ITIL *Service Transition* publication, which is supplied as part of the course material.

Course Material

Each delegate will receive a comprehensive course manual, sample documents where relevant and sample examinations.

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