Service Design
Data
Service Strategy
ce Transition
Wisdom
Products
Service Operation
People

# ITIL-ST: ITIL Intermediate Lifecycle: Service Transition with Certification Exam

This 3-day 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 include: Change Management, Service Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Knowledge Management and Service Evaluation. Students 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.

## 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. This course is valuable for those who want to achieve the ITIL Intermediate Qualification: Service Transition Certification.

## PREREQUISITES

Students should hold an ITIL 2011 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate. Proof of certification is required to sit the exam. Before taking the course, it's recommended (though not required) that candidates have approximately two years exposure to basic concepts in IT and related work experience.

## WHAT YOU WILL LEARN

- » Service Transition Principles
- » Management and control of all Service Transition activities
- » Service Transition Related activities around communications, commitment & 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
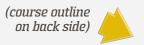
"Interface gets high marks across the board; instructors and classes I've taken have been great."

ITIL-ST Student
Phoenix, AZ

**$2495.00**

- 3-day course
- Promo and package discounts may apply
- ITIL Expert in IT Service Management Certificate Track

### QUESTIONS?
Call 602-266-8585

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# COURSE OUTLINE

**ITIL-ST: ITIL Intermediate Lifecycle: Service Transition with Certification Exam**

### 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

### 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

### 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

### 4. Service Asset and Configuration Management
» Identifying, controlling and accounting for service assets and CIs
» Recording all changes in the Configuration Management system

### 5. Knowledge Management
» Enabling informed decision making with a Service Management Knowledge System (SKMS)
» The Data-Information-Knowledge-Wisdom structure

### 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

### 7. Other considerations
» Transition planning and support
» Service Validation and Testing: the Service V Model
» Evaluating performance vs. expectations

### 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

### 9. Organizing for Service Transition
» Roles and responsibilities
» Applying Service Transition to multiple circumstances
» Identifying the organizational context

### 10. Technology-Related 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

### 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 2011 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.