



Service Transition (ST) an ITIL® 2011 Edition Service Lifecycle Course

Holistic Service Management International

Introduction

The Service Transition course builds on the general principles covered as part of the ITIL Foundation course. It is intended for those who work in a Service Transition environment and who require a deeper understanding of the underlying concepts, the processes involved and the management activities – and how they may all be used to enhance overall service quality and service provision during the Service Transition phase of the ITIL Service Lifecycle as an integral part of the overall business-focused Service Management framework.

Course Duration

This is an intensive three-day course, which includes the official accreditor's certification exam.

What You Will Learn

The main focus of this course is on the managerial and control aspects of the service transition environment. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

- **The Service Lifecycle and Service Management as a practice:**
Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate “service” and be able to explain the concept of Service Management as a practice
- **Service Transition Principles:**
Understand the main principles and policies that influence and guide the performance of ST processes, focusing on the planning and implementing activities
- **Service Transition Processes:**
Understand the purpose; objectives; scope; value to business; policies, principles and basic concepts; process activities, methods and techniques; triggers, inputs, outputs and interfaces; critical success factors and key performance indicators and challenges and risks of the ST processes and their associated functions, including:
 - *Transition Planning and Support*
 - *Change Management*
 - *Service Asset and Configuration Management*
 - *Release and Deployment Management*
 - *Service Validation and Testing*
 - *Change Evaluation*
 - *Knowledge Management*

Note: In-depth discussions around the operational activities of each process are part of the Release, Control & Validation (RCV) course.

- **Service Transition Activities and Organization**

Including, managing communication; organizational and stakeholder change; stakeholder management; the stages of introducing ST to an organization; ST roles and the relationship of ST to other Lifecycle phases.



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Prerequisites

- The ITIL Foundation Certificate (or earlier ITIL v2 Foundation Certificate plus Foundation Bridge).
- Two to four years of professional experience within Service Management as well as defined experience in at least one of the ST processes is highly desirable.

Who Should Attend

- This course is one of the Intermediate Level certification courses and is recommended for individuals who require a deeper understanding of the ST element of the ITIL Service Lifecycle and how it may be implemented to enhance the quality of ITSM within an organization, for example:
 - IT professionals working in roles associated with transitioning services into live operation within a service-based business model.
 - Individuals seeking the *ITIL Expert™* level certification in ITSM for which these are prerequisite modules.
 - Individuals seeking progress towards the *ITIL Master™* standing in ITSM for which the *ITIL Expert™* certification is a prerequisite.

Student Responsibilities

The ST course and exam are very challenging and it is therefore recommended that students complete at least 21 hours of personal study by reviewing the *Service Transition* publication prior to the course start and allow for a minimum of 90 minutes of study per evening during the course.

Note: This ITIL publication is **NOT** included with the course but can be purchased from orders@diymonde.com.

Professional Qualification

This course forms part of the ITIL Intermediate qualification program.

Successfully passing the 90 minute in-class exam, consisting of 8 complex, multi-part, multiple-choice, scenario-based, gradient-scored questions leads to the ITIL v3 Intermediate Service Lifecycle Certificate: Service Transition. The pass mark is 70% (28/40).

Successful completion of this course and exam provides 3 points of the necessary 15 'electives' to achieve the *ITIL Expert™* certification (2 points for Foundation and 5 points for Managing Across the Life Cycle are mandatory).

Note: The Lifecycle course 'Service Transition' and the Capability course 'Release, Control & Validation' have a significant amount of overlap of topics and therefore, in the interests of achieving the broadest possible education, it is **NOT** recommended that both feature in the selection of courses taken in order to acquire the points necessary for the award of *ITIL Expert™* status – even though all points acquired will be credited.

Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. The ITIL *Service Transition* Key Element Guide will also be provided on courses commencing after its publication date. All materials are distributed on the first day.

Instructors

All instructors are fully qualified and accredited by the appropriate examination board.