

## ITIL Service Transition

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL Lifecycle Module in Service Transition is a stand-alone module but also part of the ITIL Intermediate Lifecycle stream. It is also one of the modules that leads to the ITIL Expert in IT Service Management.

### Benefits to the individual

- Recognised professional qualification
- Understand the application of ITIL guidelines and frameworks that contribute to industry best practice within the service transition area
- Helps individuals to improve the quality of IT service management within an organisation
- Pre-requisite module for ITIL Expert certification in IT Service Management

### Benefits to the business

- The adoption of proven best practice processes results in improved IT services and increased productivity throughout the business
- Better process management leads to increased efficiency and reduced costs
- The framework is flexible, scalable, and systematic and can be used within different organisations irrespective of size or industry

### Audience

CIOs & CTOs

Designers, architects & planners

IT consultants, IT audit & security managers

Those who require a deeper understanding of the Service Transition stage of the ITIL Service Lifecycle & how its activities can be implemented to improve the quality of IT service management within an organisation

### Course duration

Three days (the exam is normally taken during the afternoon of the third day).

### Pre-requisites

Delegates must have passed ITIL Foundation Certificate in IT Service Management in order to attend ITIL Service Transition. It is highly recommended that delegates read the pre-course reading before the course. Delegates will need to undertake at least 21 hours of self-study reviewing the syllabus & course materials to prepare for the exam.



## Course outline

The objectives of the ITIL Service Transition course are:

- To understand of the concepts, processes, functions and activities of service transition
- To understand the service transition activities around communication, commitment and organisational change
- To comprehend the managerial aspects of the ITIL processes within service transition

The course is conducted through interactive group study using practical examples and activities. Over the three day course, the following topics are covered

## Exam details

A 90 minute closed book exam is taken on day three of the course. It consists of 8 multiple choice, scenario-based, gradient scored questions. Each question will have 4 possible answer options – one is worth 5 marks, one is worth 3 marks, one is worth 1 mark and one is an incorrect answer worth no marks. The pass mark is 28/40 or 70%.

## Course content

### Introduction to service transition

- The purpose, goals and objectives of service transition
- The scope of service transition and its value to the business
- The context of service transition in relation to all other lifecycle stages

### Service transition principles

- 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

### 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
- Managing people through service transitions
- How to address and manage the communication and commitment aspects of service transition
- How to manage organisational and stakeholder change
- How to develop a stakeholder management strategy, map and analyse stakeholders and monitor changes in stakeholder commitment

### Organising for service transition

- How the technical and application management functions interface with service transition
- The interfaces that exist between service transition and other organisational units (including programmes, projects, service design and suppliers) and the "handover points" required to ensure delivery of new or changed 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 organisations would be structured to use these roles
- Why service transition needs service design and service operation, what it uses from them and how

### 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

### Implementing and improving service transition

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

### Challenges, critical success factors and risks

- How to provide insight and guidance for service transition challenges, risks and critical success factors