ITIL® 2011 Service Transition

Duration
4 days

Course Delivery
Classroom or Virtual

Languages
English, French, Portuguese, Spanish

Target Audience
CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL® Service Transition phase of the ITIL® core Lifecycle and the affected processes, functions and activities and their application

Pre requisites
An ITIL® Foundation certificate is required and preferably two years work experience in an IT Service Management environment.

About the Examination
Exam Format: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/Closed Book: Closed Book

Certificate
ITIL® Service Transition

Credits
Upon successfully achieving the ITIL® Service Offerings & Agreements certificate, students earn 3 credits in the ITIL® qualification scheme.

Upon successfully achieving the ITIL Service Design certificate, the student will be recognized with 28 Professional Development Units (PDU'S).

Reference Materials
The Service Transition book is preferred reading (ISBN: 9780113313068)

Course Description

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The primary focus is the Lifecycle itself as well as the processes and practice elements used within it.

- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® ST (Service Transition) course is part of the ITIL® Intermediate Lifecycle Stream. The course prepares candidates to take the ITIL® Service Transition Intermediate exam as well as providing valuable knowledge that can be implemented in the workplace. The Service Transition Certificate is a free-standing qualification but is also part of the ITIL® Intermediate Lifecycle Stream. It is one of the modules that leads to the ITIL® Expert Certificate in IT Service Management (ITSM). The purpose of this module, exam and certificate is, to impart, test, and validate the knowledge on industry practices in IT Service Management as documented in the ITIL® Service Transition publication.

Course and Learning Objectives

This qualification provides a complete management-level overview of Service Transition including all its related activities. Candidates can expect to gain competencies in the following:

- Introduction to service transition
- Service Transition principles
- Service Transition processes
- Managing people through service transitions
- Organizing for Service Transition
- Technology considerations
- Implementing and improving service transition
- Challenges, critical success factors and risks.

In addition, the training for this certification includes examination preparation, and a mock examination.

Course Approach

This lifecycle stage focuses on organizing and maintaining Service Transition. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Intermediate Service Transition certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Empowering Professionals

Quint Academy is one of the world's largest IT training organizations. Worldwide, over 30,000 professionals choose Quint Academy every year. Since 1992, we have been successfully responding to the IT training needs of these professionals.

The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

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Course Student Material

Students will receive an ITIL® Service Transition classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Concepts Covered

1. COURSE INTRODUCTION
- Service Transition -Introduction
- Purpose and objectives
- Scope of Service Transition
- Service Transition Processes
- Value to the Business
- Context of Service Transition
- Service Transition Inputs and outputs
- The ITIL® Certification scheme
- The exam format

2. PRINCIPLES
- Service Transition Contents
- Principles & Policies
- Best Practices
- Optimizing Service Transition performance
- Metrics for alignment with Business and IT plans
- Metrics for Service Transition

3. PROCESSES
- Transition planning and support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Service Evaluation

4. ACTIVITIES
- Communication
- Organizational Change
- Organizational Change Products
- Planning / Implementing Change
- Resistance to Change
- Stakeholder Management

5. ROLES AND RESPONSIBILITIES
- Introduction
- Process Owner
- Service Owner
- Organizational context
- Relationships with other Lifecycle stages
- Key roles and responsibilities

6. TECHNOLOGY CONSIDERATIONS
- Considerations of Technology
- Service Transition Support Tools
- ITSM Technology
- Knowledge Management Tools
- Collaboration – Communities and Workflow Management
- Configuration Management System

7. IMPLEMENTATION AND IMPROVEMENT
- Justifying Service Transition
- Designing Service Transition
- Introducing Service Transition
- Cultural Change
- Risks and Value
- Implementation Challenges, CSF's and Risks
- Service Transition under difficult circumstances
- Integrated Service Transition processes
- Service Transition in a virtual cloud environment

APPENDICES
- Business case study and exercises
- Sample Exams
- Glossary & Acronyms
- Feedback
- Recap