

# Lifecycle Modules

## ITIL v3 Intermediate :Service Transition eLearning course



ADVICE | SKILLS | KNOWLEDGE



### **Course Description:**

This intensive interactive course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with Service Transition.

The program is part of the Intermediate Lifecycle Stream and focuses on the processes across the Service Lifecycle pertaining to the capability of Service Transition. The principles and activities relevant to the processes, technology and implementation considerations, and management and control of the activities are covered within this program.

The main focus of this course is on the Service Transition process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in Service Transition of the Service Management Lifecycle.

This course is designed using an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the EXIN Intermediate Level Service Transition.

### **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

### **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

### **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

### **Service Asset and Configuration Management**

- Identifying, controlling and accounting for service assets and CIs
- Recording all changes in the Configuration Management system

### **Knowledge Management**

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

### **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

### **Other considerations**

- Transition planning and support
- Service Validation and Testing: the Service V Model
- Evaluating performance vs. Expectations

### **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

### **Organizing for Service Transition**

- Roles and responsibilities
- Applying Service Transition to multiple circumstances
- Identifying the organizational context

### **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

### **Implementing and Improving Service Transition**

- 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

## **Learning Objectives: At the end of this course, the learner will gain competencies in:**

- Understanding Service Management as a Practice, Service Transition principles, purpose and objective.
- Knowing the important role of Service Transition in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes.
- The activities, methods and functions used in each of the Service Transition processes.

- The application of Service Transition processes, activities and functions to achieve operational excellence.
- How to measure Service Transition performance.
- The challenges, critical success factors and risks related with Service Transition.
- The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle.
- Technology and implementation considerations surrounding Service Transition.
- Challenges, critical success factors and risks associated with this module
- As well as preparing participants for the exam.

### **Target Group**

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals and / or operational staff who require a comprehensive practical understanding of the Service Transition processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Technical Management, IT Operations Management and Application Management.
- IT professionals involved in IT Service Management implementation and improvement programs. A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

### **Benefits:**

By developing participants' knowledge regarding the ITIL framework it will enable:

- The establishment of a common language between the business and IT.
- Readiness for Service Transition implementation and maintenance
- Consistency in support of IT Services.
- Staff better understand their role within the entire Service Lifecycle

### **Pre-requisites:**

ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Service Transition book prior to commencement of this program.

### **Delivery:**

The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice EXIN examination.

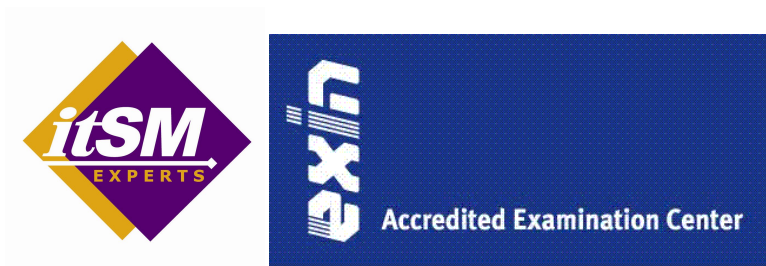
**This program is an eLearning Program.**

**Program Materials:**

- Access to presentation with trainer audio
- Exercises + Answers (where applicable)
- Mock Exam questions

**About the Examination and Certification:**

- It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the Service Transition book in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary).
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%



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