

## ITIL® Intermediate Qualification: Service Transition - 3 Days

### *Course 992 Overview*

- You Will Learn How To**
- Prepare for and take the ITIL Intermediate Qualification: Service Transition Certification Exam
  - Outline key activities for service transition processes in the context of the service lifecycle
  - Enhance the quality of IT service provision within an organisation
  - Measure service transition processes using critical success factors and key performance indicators
- Course Benefits** 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 realised while controlling the risks of failure and disruption. In this course, you learn how to plan, implement and optimise the service transition processes and gain the skills required to take the ITIL Intermediate Qualification: Service Transition Certification Exam.
- Who Should Attend** This course is valuable for those who want to achieve the ITIL Intermediate Qualification: Service Transition Certificate. The ITIL Foundation Certificate (or v2-v3 bridge equivalent), or the ITIL Expert Certificate achieved via a bridging route, is required to attend this course and take the ITIL Certification Exam on the final day.
- Workshop Course** In this course, you gain knowledge of the service transition processes. Workshops include:
- Considering the seven Rs for change management
  - Analysing service transition principles
  - Applying the Data-to-Information-to-Knowledge-to-Wisdom principle of knowledge management to service transition processes
  - Identifying stakeholders and constructing a stakeholder map

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*Course 992 Outline*

### Introduction and Overview

- Purpose and objectives
- 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

- 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
- Optimising service transition performance and typical metrics that can be used

### Primary ITIL Processes within Service Transition

#### Change management

- Managing changes in a controlled and consistent manner with minimum disruption
- Maintaining standardised methods for efficient and prompt handling of all changes
- Optimising 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 knowledge management system
- The Data-to-Information-to-Knowledge-to-Wisdom structure

#### Release and deployment management

- Assembling and positioning all aspects of services into production
- Establishing effective use of new or changed services
- Delivering changes at optimised speed, risk and cost

### Other considerations

- Transition planning and support
- Service validation and testing
- Evaluating performance vs. expectations

### Managing People through Service Transitions

- The nature, purpose and value of supporting service transition activities
- Managing communications and commitment
- Managing organisational and stakeholder change
- Stakeholder management
- The role and requirements of service transition in other ITIL processes

### Organising for Service Transition

- Roles and responsibilities
- Applying service transition to multiple circumstances
- Identifying the organisational context

### Technology-Related Issues

- Defining technology and tool requirements
- Analysing 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 organisational situation

### Implementing and Improving Service Transition

- Implementing service transition in a virtual or cloud environment
- 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