



# **ITIL® Service Lifecycle: Service Transition (ST)**

Course Outline



## Program Overview

This 4-day course covers the Service Transition component of the ITIL® lifecycle. Topics include change management, service asset and configuration management, service release and deployment, service validation and testing, change evaluation, and decision making with the Service Knowledge Management System (SKMS). The course prepares attendees for the ITIL® Intermediate Qualification: Service Transition Certificate, one of the modules that lead to the ITIL® Expert Certificate in IT Service Management.

This course positions you to successfully complete the associated exam, which is offered on the last day of class at 3:00 pm.

Please note, this course also provides 35 Hours of Contact Education/Professional Development Units towards PMI PMP certification/re-certification.

## Duration

4- Day Program

## Learning Objectives

At the end of this training, participants should be able to:

- Prepare for and pass the ITIL Service Transition (ST) Exam
- Outline key activities for ST processes
- Enhance the quality of IT service provision within an organization
- Manage people through service transitions
- Measure ST using critical success factors and key performance indicators

## Target Audience

- CIOs, CTOs, managers, supervisory staff, and team leaders
- Service designers, IT architects, planners, consultants, and security managers
- Any other IT operations, technical, or IT management personnel requiring more information about ITIL best practices related to service strategy
- Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

## Prerequisites

Participant should hold an ITIL v3 or ITIL 2011 Foundation certificate or ITIL v2 Foundation + v3 Foundation Bridge certificate.

## Program Structure and Outline

The course is delivered in accordance with an accredited course syllabus and certification process. It combines tutorials, practical exercises and examination practice, reinforced through the trainers' proven implementation track record.

### **ITIL Service Transition: 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
- Optimizing 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 standardized methods for efficient and prompt handling of all changes
  - Acknowledging and reducing 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 optimized 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 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**

- 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

### **Tools and Technologies Used in Customer Support**

### **Summary & Wrap-up Discussions**

### **Discussion & Open Forum**

### **Exam Preparation**

### **Exam**

## About the Examination

- The exam is a closed-book exam with eight (8) multiple-choice, scenario-based, gradient scored questions.
- The exam duration is a maximum of 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first are allowed a maximum of 120 minutes and the use of a dictionary).
- Each question has 4 possible answer options; one that is worth 5 marks, one that is worth 3 marks, one that is worth 1 mark, and one that is a distracter and receives no marks.
- The pass score is 28/40 or 70%
- Upon successfully passing the ITIL Operational Support and Analysis exam, the student will be recognized with 3 credits in the ITIL Qualification scheme.

## Why Choose SAS Management Inc.

### We Deliver Results

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### We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

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