

## ITIL® Service Lifecycle - Transition

Duration: 3 days

### Overview:

The ITIL® Intermediate Qualification: Service Transition Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL® Service Transition publication.

### Target Audience:

The course syllabus covers the management-level concepts and core information of the activities and techniques within service transition, but not specific details about each of the supporting processes. The main target group for the ITIL® Intermediate Qualification: Service Transition Certificate includes, but is not restricted to:

- Chief information officers (CIOs)
- Chief technology officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers
- ITSM trainers involved in the ongoing management, coordination and integration of transition activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL® service transition stage of the ITIL® service lifecycle and of how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within, or about to enter, a service transition environment and requiring a detailed understanding of the processes, functions and activities involved
- Individuals who have

### Course Introduction

- Course Introduction

### Module 01 - Course Introduction

#### Lesson: Course Organisation

- Welcome to the Course!
- Mentoring Community Introductions
- Why Are You Here?
- Using Bloom's Taxonomy
- What Do You Expect?
- Housekeeping Online

#### Lesson: Course Conventions & Agenda

- Conventions Used
- Quizzes & Exercises
- ITIL® Qualification Scheme
- ITIL® Lifecycle Exam
- Getting Started with an Online Class

### Module 02 - Service Transition

#### Lesson: Introduction to Service Transition

- The Service Lifecycle
- Managing Across the Lifecycle
- The Service Transition Model
- Purpose, Goals & Objectives of Service Transition
- Scope of Service Transition
- Value of Service Transition

#### Lesson: Principles of Service Transition

- Principles of Service Transition
- Service Transition Governance
- Service Transition Management
- Service Transition Quality
- The Service "V" Model
- Optimising Service Transition Performance

#### Lesson: Service Transition Summary

- Service Transition Summary
- Checkpoint

### Module 03 - Service Transition Processes

#### Lesson: Planning & Support

- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities
- Develop Transition Strategy
- Prepare for Service Transition
- Plan & Coordinate Transition
- Advise Transition Teams
- Support Transition Administration
- Monitor Transition Progress
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

#### Lesson: Change Management

- Introduction to Change Management
- Purpose, Goals & Objectives of Change Management
- Scope of Change Management
- Value of Change Management
- Concepts of Change Management
- Activities of Change Management
- The Change Advisory Board (CAB)
- Change Types
- Change Model
- Change Proposal
- Change Process Flow
- Create & Review Request for Change
- Assess & Evaluate Request for Change
- Authorise Change
- Change Authorisation Model
- Coordinate Change
- Review & Close Change
- Standard Change
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Change Management Summary

#### Lesson: Service Asset & Configuration Management

- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Configuration Management System
- Definitive Media Library
- Activities
- Configuration Activity Model
- Management & Planning
- Configuration Identification
- Configuration Control
- Status Accounting & Reporting
- Verification & Audit
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

#### Lesson: Release & Deployment Management

- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Release Package
- Activities
- Planning
- Prepare Build, Test & Deployment
- Build & Test
- Test & Pilot Service
- Plan & Prepare for Deployment
- Transfer, Deploy & Retire
- Verify Deployment
- Early Life Support
- Review & Close Deployment
- Review & Close Service Transition
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications

- Individuals seeking the ITIL® Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite.

### Pre-requisites:

Before attending this course, students must have attended and achieved the ITIL® Foundation and Exam qualification. Proof will need to be provided before attending the course. Candidates who hold the following ITIL qualifications are also eligible, and similar evidence will be required:

- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

## Module 03 - Continued

### Lesson: Service Validation & Testing

- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Validation & Testing Process
- Activities
- Validation & Test Management
- Plan & Design Test
- Verify Test Plan & Acceptance
- Prepare Test Environment
- Perform Test
- Evaluate Exit Criteria & Report
- Clean Up & Close
- Triggers, Inputs & Output
- Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

### Lesson: Change Evaluation

- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Evaluation Point Scope
- Activities
- Service Evaluation Terms
- Change Evaluation Process
- Evaluation Plan
- Understand Intended Effects of Change
- Understand Unintended Effects of Change
- Consider Factors Affecting Change
- Evaluate Predicted Performance
- Evaluate Actual Performance
- Manage Risk
- Evaluation Report
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

### Lesson: Knowledge Management

- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- DIKW Structure
- SKMS Relationships
- Activities
- Knowledge Management Strategy
- Knowledge Transfer
- Data & Information Transfer
- Service Knowledge Management System (SKMS)
- Utilisation of SKMS
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Summary
- Checkpoint

## Module 04 - Common Service Transition Activities

### Lesson: Common Activities

- Managing Communication & Commitment
- Service Transition Communication
- Communication Planning
- Communication Strategy
- Communication Methods
- Motivation & Communication
- Managing Organisation & Stakeholder Change
- Management of Change
- Strategy & Design of Change
- Methods, Practices & Techniques
- Tips for Managing Change
- Organisational Transformation
- Organisational Change Strategies
- Overcoming Resistance to Change
- Stakeholder Management
- Stakeholder Management Strategy
- Stakeholder Map & Analysis
- Changes in Stakeholder Commitment

### Lesson: Common Activities Summary

- Common Activities Summary
- Checkpoint

## Module 05 - Structure, Technology & Implementation

### Lesson: Organising Service Transition

- Introduction
- Organisational Context
- Service Transition Roles
- Service Owner
- Process Owner
- Process Manager
- Process Practitioner
- Service Transition Manager
- Planning & Support
- Change Management Roles
- Change Authority & CAB Roles
- SACM Roles
- Release & Deployment Roles
- Release Packaging & Build
- Deployment
- Early Life Support
- Build & Test Environment Management
- Service Validation & Testing Roles
- Change Evaluation Roles
- Knowledge Management Roles
- Relationships

### Lesson: Technology Considerations

- Tools
- Knowledge Management Tools
- Collaboration
- Communities
- Workflow Management
- Configuration Management System

### Lesson: Implementing Service Transition

- Integrated Approach to Service Transition
- Implementation Stages
- Justifying Service Transition
- Designing Service Transition
- Introducing Service Transition
- Cultural Change Aspects
- Critical Success Factors
- Challenges
- Risks

### Lesson: Structure, Technology & Implementation Summary

- Structure, Technology & Implementation Summary
- Checkpoint