

[ITILST]: ITIL® Intermediate Lifecycle-Service Transition

Length : 4 days
Delivery Method : Instructor-led (classroom)

Course Overview

This course is a four-day classroom training relevant for professionals who play a role in developing, implementing and managing IT service quality in order to deliver business value.

This course is a free-standing qualification and 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 official ITIL® Service Transition publication. Practical examples and real life case studies are used to guide and assist with the understanding of key concepts throughout the course. At the end of the four-day classroom training, the certification exam may be taken.

The ITIL® Service Transition certificate is awarded to candidates passing the examination.

Participants will also earn 28 Project Management Institute (PMI) Professional Development Units upon course completion.

Audience Profile

This course aims at those IT consultants, IT service providers, IT senior managers, IT managers and supervisory staff, IT audit managers, IT security managers, service designers, IT architects who are involved in the developing, designing, transitioning, managing and delivering of IT Services within the organization.

At Course Completion

This course and qualification provides a complete management-level overview of service transition including all its related activities. Candidates can expect to gain key competencies related to this certification.

- 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.

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Pre-Requisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management which must be presented as documentary evidence to gain admission.

Candidates who hold the following ITIL® qualifications are also eligible and similar evidence will be required:

- Earlier ITIL® (V2) Foundation plus Foundation Bridge
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

Certification

Delegates who successfully complete the course and pass the examination will be recognized as certified with ITIL® Service Transition Intermediate certificate under the APMG certification scheme. Delegates who do not attain a passing score for the examination would be awarded a course attendance certificate only.

Pre Course Reading Materials

It is recommended but not mandatory for course participants to complete at least 21 hours of personal study by reviewing the syllabus and the ITIL® Service Transition publication in preparation for the examination.

Examination

The examination duration is 90 minutes and is a closed-book paper containing 8 scenario-based gradient-scored MCQ (multiple choice questions). Each question will have 4 possible answer options, one which is worth 5 marks, and one which is worth 3 marks, one which is worth 1 mark and one which is a distracter and achieves no marks.

A candidate is expected to answer all questions and must attain a score of 70% (28/40) and above to pass the examination and qualify for certification.

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Course Outline

Module 1: Introduction to service transition

Lessons

- The purpose and objectives of service transition
- The scope of service transition and ways that service transition adds value to the business
- The context of service transition in relation to all other lifecycle stages

Module 2: Service transition principles

Lessons

- Service transition policies, principles and best practices for service transition
- How to use metrics to ensure the quality of a new or changed service and the effectiveness and efficiency of service transition
- The inputs to and outputs from service transition as it interfaces with the other service lifecycle phases

Module 3: Service transition processes

Lessons

- A management perspective of the purpose and value of the service transition processes, how they integrate within service transition and how they interface with other lifecycle phases

Module 4: Managing people through service transition

Lessons

- How to address and manage the communication and commitment aspects of service transition
- How to manage organizational and stakeholder change
- How to develop a stakeholder management strategy, map and analyse stakeholders and monitor changes in stakeholder

Module 5: Organizing for service transition

Lessons

- How the technical and application management functions interface with service transition
- The interfaces that exist between service transition and other organizational units (including programmes, projects, service design and suppliers) and the “handover points” required to ensure delivery of new or change services within the agreed schedule
- Service transition roles and responsibilities, where and how they are used, as well as examples of how small or larger service transition organizations would be structured to use these roles
- Why service transition needs service design and service operation, what it uses from them and how

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Module 6: Technology considerations

Lessons

- Technology requirements that support the service transition stage and its integration into the service lifecycle
- Types of knowledge management, service asset and configuration management and workflow tools that can be used to support service transition

Module 7: Implementation and improvement of service transition

Lessons

- The key activities for introducing an integrated service transition approach into an organization
- The design, creation, implementation and use of service transition in a virtual or cloud environment

Module 8: Challenges, critical success factors and risks

Lessons

- Be able to provide insight and guidance for transition challenges, risks and critical success factors

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