

ITIL® Service Transition (ST)

Modality: On Demand

Duration: 6 Hours

"If you enroll in this course, you will receive an Official Exam Voucher for the ITIL-ST Exam"

About this course:

The course and associated examination are free-standing but also part of the ITIL® intermediate lifecycle stream. It is one of the modules that leads to the ITIL® Expert Certificate in IT Service Management and carries a credit value of 3 points.

The qualification is based on a 90 minute closed-book examination of 8 complex, scenario based multiple choice questions. Typically, the examination is taken at the end of the course. Successful delegates will be awarded the ITIL® Intermediate Qualification: Service Transition Certificate.

The qualification is free standing, but also counts as 3 credits towards the ITIL® Expert Certification.

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.

The average salary for a Network & Server Infrastructure specialist is **\$98,000** per year.

Course Objective:

After completing this course, students will be able to:

- 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

Audience:

This course is intended for:

- Individuals who require a detailed understanding of the ITIL® service transition stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working within or about to enter a service transition environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and

wish to advance to higher level ITIL® certifications

Prerequisites:

- It is desirable that students have a basic IT literacy and around 2 years IT experience and it is recommended that students complete at least 21 hours of personal study by reviewing the syllabus and the ITIL® Service Transition publication in preparation for the examination.
- Hold the ITIL® Foundation Certificate in IT Service Management (or equivalent) which must be presented as documentary evidence to gain admission.

Course Outline:

Introduction to service transition

- The purpose, goals, objectives and scope of service transition, the business value of service transition activities, the context of service transition in the ITIL® service lifecycle and the inputs and outputs of service transition

Service transition principles

- Aspects of the basic guiding principles of service transition, specifically key policies and principles that enable the implementation of service transition best practice

Service transition processes

- The managerial and supervisory aspects of the ITIL® processes covered in the service transition stage, excluding the day-to-day operation of the processes (covered in the Release, Control and Validation Capability module)

Managing people through service transitions

- A high-level view of the communications and stakeholder management activities which support service transition
- Managing communications, commitment, organizational change and stakeholder change
- Aspects of organizational roles and responsibilities and how to plan and implement organizational change
- Methods, practices and techniques relating to assessing organizational readiness for, and monitoring progress of, organizational change

Organizing for service transition

- Roles, responsibilities and organizational structures appropriate within service transition
- The organizational context of service transition with a review of the relationship of service transition with other lifecycle phases

Technology considerations

- Technology's role in service transition and how it should be "designed in".
- The mechanisms for maintaining and maximizing benefit from the technology, from enterprise-wide tools through to more specific IT Service Management technology and support tools

Implementing and improving service transition

- The implementation and improvement of service transition in an organization

Challenges, critical success factors and risk

- The challenges and critical success factors (CSFs) facing service transition and how risk mitigation contributes to service transition.