Document Generated: 07/27/2024
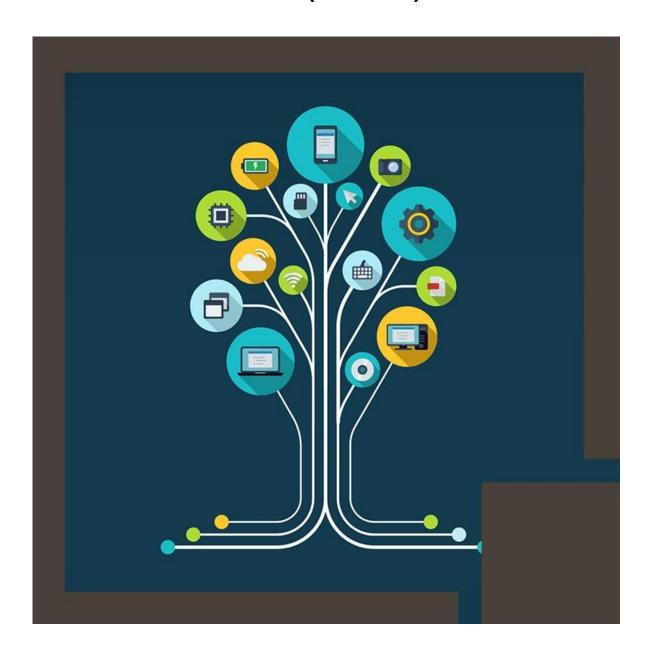
Learning Style: Virtual Classroom

Provider: ITIL®

Difficulty: Intermediate

Course Duration: 3 Days

ITIL® Service Transition (ITIL®-ST)

If you enroll in this course you will receive a Free Official Exam Voucher for the ITIL®-ST Exam, provided you submit your ITIL Foundation Certificate.

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 course and the exam that follows are standalone, but they are also considered a part of the ITIL® intermediate lifecycle stream. It is part of the module that will lead to the ITIL® Expert Certificate in IT Service Management and also carries 3 value 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.

You will only be able to qualify for the certificate of the course once you have sat for the 90 minute, closed book exam that is comprised of 8 intricately designed multiple choice questions, typically taken at the end of the course. It is only the successful candidates who 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.

You will be delivered the contents of this course in compliance with the certification process and accredited course syllabus. It withholds practical exercises, examination practices, and tutorials that are simplified by the expert reinforcing methods of the trainer.

Course Objectives:

- 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

Audience:

- 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

- Individuals who wish to improve the quality of the IT service of their enterprise by understanding, in detail, more about the ITIL® service transition level of the ITIL service lifecycle.

- 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 want to learn the processes, concept, activities, and functions involved in the service transition environment since they have entered it or already working in it.

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

- Person wanting to move to thenext level of the ITIL® certifications after having obtained the certificate in ITIL® Foundation Certificate in IT Service Management.

- 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.

- Those looking to move on to the ITIL® Master Certificate in IT Service Management will have to take this course as prerequisite.

Prerequisites:

- Hold the ITIL® Foundation Certificate in IT Service Management (or equivalent) which must be presented as documentary evidence to gain admission

- Attend an accredited training course

- In addition, 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.

- It is ideal that students are aware of the IT basics before pursuing this course on top of having upto two years of experience in IT. Other than that, the students will have to finish at least 21 hours of self-study by reviewing the ITIL® Service Transition publication to prepare for the exam.

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

Credly Badge:

Display your Completion Badge And Get The Recognition You Deserve.

Add a completion and readiness badge to your Linkedin profile, Facebook page, or Twitter account to validate your professional and technical expertise. With badges issued and validated by Credly, you can:

- Let anyone verify your completion and achievement by clicking on the badge
- Display your hard work and validate your expertise
- Display each badge's details about specific skills you developed.

Badges are issued by QuickStart and verified through Credly.

Find Out More or See List Of Badges