
ITILISMST - ITIL® Intermediate - Service Lifecycle Module – Service Transition

Overview

| Course Code | ITILISMST | Duration | 4.0 days |
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Certifications within the ITIL® Service Lifecycle work stream. This module focuses on the process and practice elements and management techniques required to build, test and implement products and services. It also demonstrates how service transition can apply to other stages of the IT Service lifecycle and can underpin decisions during the Strategy and Operations phases.

The ST module will teach you how to plan and manage the move into initial operation for the new or revised resources created during the Service Strategy and Service Design stages of the ITIL Service Lifecycle. In addition to providing guidance on techniques for organizing and managing the transition, the certification also covers management of technology considerations and challenges and risks.

The course covers management and control of activities and techniques that are documented in the ITIL Service Transition publication, but it does not provide the full detail of each supporting process. More information about these processes can be found in the Release, Control and Validation module from the Service Capability work stream.

The techniques taught in the ST module can help organizations and individuals better understand and manage changes to IT services in line with users' expectations and business strategy. Service transition is vital for flexibly managing changes and delivering improvement to services provided by organizations or programmes of work.

Audience

- 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 organization
- 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 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

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

Key Topics

Module 1: Introduction to service transition

Module 2: Service transition principles

Module 3: Service transition processes

Module 4: Managing people through service transitions

Module 5: Organizing for service transition

Module 6: Technology Considerations

Module 7: Implementing and improving service transition

Module 8: Challenges, critical success factors and risks

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