ITIL® Intermediate Service Transition Class

Certificate: ITIL® Intermediate Service Transition Lifecycle
Duration: 3 days
Delivery: Classroom, Virtual Classroom
Accreditor: PEOPLECERT
Credits: 3 Credits to ITIL Expert
PMI® PDUs: 24

Course Description:

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Transition phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Transition stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to teach the core disciplines of the ITIL best practice and positions the learners to successfully complete the associated exam.

The course is of interest to individuals who require understanding of the ITIL Service Transition phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provisioning within an organization. In addition, the course is of special interest for ITIL Foundation certified professionals extending their qualifications to ITIL Expert (and later ITIL Master) level for which this qualification is a prerequisite.

Audience:

- Release Manager
- Configuration Manager
- Change Manager
- IT Consultants
- IT Audit Manager

Learning Objectives:

At the end of this course, you will be able to:

- Understand the importance of Service Management as a Practice concept.
- Understand the importance of the principles, purpose, and objectives of Service Transition.
- Learn how all processes in Service Transition interact with other Service Lifecycle processes.
- Recognize the sub processes, activities, methods, and functions used in each Service Transition process.
- Recognize the roles and responsibilities within Service Transition and the activities and functions required to achieve operational excellence.
- Learn how to measure Service Transition.
- Understand the technology and implementation considerations surrounding Service Transition.
- Outline the challenges, Critical Success Factors (CSFs), and Risks associated with Service Transition.

Prerequisites: ITIL Foundation Certification

About the Examination:
- Multiple choice: 4 answers worth 5, 3, 1, 0 marks.
- 8 scenario based questions
- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book

Course Material:
Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:
- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

Syllabus:
http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx

Agenda:

Day1	Day2	Day3
Course Introduction	Service Transition Processes – Part 2	Organizing for Service Transition
Introduction to Service Transition	Service Transition Processes – Part 3	Technology Considerations
Service Transition Principles	Managing People Through Service Transition	Implementing and Improving Service Transition
Service Transition Processes – Part 1		Challenges, CSFs, and Risks
Service Transition Processes – Part 2		