

ITIL® 2011 Edition Courses

ITIL® 2011 Edition Service Transition

Contents

- ❖ Introduction to Service Transition
- ❖ Service Transition Principles
- ❖ Service Transition Processes
- ❖ Managing People Through Service Transition
- ❖ Organizing for Service Transition
- ❖ Technology Considerations
- ❖ Implementation & Improvement of Service Transition
- ❖ Challenges, CSFs & Risks
- ❖ Summation & Review

What You'll Learn

- Aligning ITSM with business needs
- Key concepts of the Service Transition stage of the lifecycle, as well as the processes involved
- Inputs, outputs, principles, objectives and benefits of the stage and processes involved
- Methods and techniques for processes involved
- How to use metrics for efficiency and effectiveness of IT services
- Management views of Service Transition

Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Service Transition Intermediate exam.

Audience

Those individuals or groups who are involved in a service transition environment, understanding those concepts, implementing quality IT services, the functions, activities, and processes involved

Prerequisite

ITIL® 2011 Edition (V3) Foundation Certification; Basic IT competence with up to 2 years of experience; 21 self-study hours of the Service Transition Syllabus and its Core Book references



Bag-O-Wolf Corporation

Telephone 678-272-7065

E-Mail: ITILTraining@bayowolf.com

***ITIL® is a registered Trademark of the Cabinet Office

ITIL® 2011 Edition Courses

ITIL® 2011 Edition Service Transition

The Service Transition course provides the intermediate concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition Framework.

ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

Introduction to Service Transition

Refresh of ITIL® 2011 Edition
Review of Service Improvement
Purpose/Objectives of Service Transition
Scope of Service Transition
Value to Business
Service Transition and the Lifecycle
Inputs/Outputs

Service Transition Principles

Policies of Service Transition
How Principles Aid Transition
Optimizing Service Transition
Inputs/Outputs

Service Transition Processes

Purpose/Objectives
Scope
Value to Business
Policies/Principles & Basic Concepts
Process Activities
Methods & Techniques
CSFs/KPIs
Challenges & Risks
Inputs/Outputs

Managing People Through Service Transition

Managing Communications
Managing Commitment
Managing Change
Stakeholder Management

Organizing for Service Transition

Organizational Development
Technical Management
Application Management
Transitioning A Service
Roles & Responsibilities
Relationships

Technology Considerations

Tools for Service Transition
Collaboration Tools

Implementation & Improvement of Service Transition

Key Activities for Service Transition
Integrated Approach
Virtual/Cloud Environments

Challenges, CSFs & Risks

Challenges
CSFs/KPIs
Risks

Summation & Review

Processes include:

(Transition Planning & Support; Change Mgmt; Service Asset & Configuration Mgmt; Release & Deployment Mgmt; Knowledge Mgmt; Service Validation & Testing; Change Evaluation)