

ITSM/ITIL v3 Service Transition Lifecycle Course Summary

Description

This course immerses learners in the overall concepts, processes, policies and methods associated with the Service Transition phase of the Service Lifecycle. The main focus areas include Service Transition purpose, principles, processes, activities, functions, and technology and implementation considerations. This course is designed using an engaging case study-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Objectives

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

- Understand the importance of Service Management as a Practice concept and Service Transition principles, purpose and objective
- Understand how all processes in ITIL Service Transition interact with other Service Lifecycle Processes
- Know what the sub-processes, activities, methods and functions used in each of the ITIL Service Transition processes
- Know the roles and responsibilities within ITIL Service Transition and the activities and functions to achieve operational excellence
- Explain how to measure ITIL Service Transition
- Understand technology and implementation considerations surrounding ITIL Service Transition
- Know the Challenges, Critical Success Factors and Risks associated to ITIL Service Transition

Audience

The Service Transition Lifecycle course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- 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 provision within an organization.
- IT professionals working in or new to a Service Transition environment and requiring a detailed understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

Prerequisites

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Duration

Three days