ITIL 2011 Service Transition Certification Program

Course Summary

Description

ITIL is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under current version.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL now emphasizes the following areas:
- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL Edition 2011Framework.

The ITIL Intermediate Qualification: Service Transition Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL publication.

Note:
The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate TSO publication to complete at a minimum 21 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL Service Management Practice core guidance.

Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to capture:
- 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.

Topics
- 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
- Summary, Exam Preparation and Directed Studies

ITIL 2011 Service Transition Certification Program

Course Summary (cont'd)

Audience

The main target group for this ITIL Intermediate Qualification Certificate includes, but is not restricted to:
- Chief information officers (CIOs)
- Chief technology officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers
- ITSM trainers involved in the ongoing management, coordination, and integration of transition activities within the service lifecycle
- 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.

Prerequisites

Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications).

Additionally, to be eligible for the ITIL Intermediate qualification, candidates shall fulfill the following requirements:
- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Duration

Three days

ITIL 2011 Service Transition Certification Program

Course Outline

I.   Introduction
   A. The purpose and objectives of service transition
   B. The scope of service transition and the processes within service transition
   C. Value to business
   D. The context of service transition in the ITIL service lifecycle

II.   Service Transition Principles
   A. The key policies and best practice principles that aid effective service transition
   B. Optimizing service transition performance and typical metrics that can be used
   C. Service Transition inputs and outputs by lifecycle stage

III. Service Transition Processes
   A. Transition Planning and Support
   B. Change Management
   C. Service Asset and Configuration Management
   D. Release and Deployment Management
   E. Service Validation and Testing
   F. Change Evaluation
   G. Knowledge Management

The following topics will discussed for each of the here mentioned processes
   H. Purpose and objectives
   I. Scope
   J. Value to Business
   K. Policies, principle and basic concepts
   L. Process activities, methods and techniques
   M. Triggers, inputs, outputs and interfaces
   N. Critical success factors and key performance indicators
   O. Challenges and risks

IV.   Managing people through service transitions
   A. Managing communications and commitment
   B. Managing organizational and stakeholder change
   C. Stakeholder Management

V.   Organizing for Service Transition
   A. Organizational development
   B. Role of technical and application management function in service transition
   C. Organizational context for transitioning a service
   D. Service transition roles and responsibilities
   E. The relationship of service transition to other lifecycle phases

VI.   Consideration of Technology
Technology requirements for service transition that support service transition as a whole and that support service transition's integration into the whole lifecycle, including knowledge management tools, collaboration and configuration management system

VII. Implementation and improvement of Service Transition
   A. Key activities in the introduction of service transition
   B. An integrated approach to service transition processes
   C. Implementing service transition in a virtual or cloud environment

VIII. Challenges, Critical success factors and risks
   A. Challenges facing service transition
   B. Measurement through analyzing critical success factors Core Guidance References
   C. Potential implementation risks that could affect services currently in transition and being planned
   D. External factors that affect the approach to service transition

IX.   Summary, Exam Preparation, and Directed Studies
This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

* ITIL is a registered trade mark of AXELOS Limited. The Swirl logo is a trademark of AXELOS Limited.