Current Technologies
Computer Learning Centers

ITIL

6210 Central Ave, Portage, IN. 46368   Phone: 219.764.3800   Fax: 219.764.3805   Web: http://www.ctclc.com

ITIL Service Transition

The Service Transition course will teach students 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. The techniques taught in the Service Transition module can help organizations and individuals better understand and manage changes to IT services in line with users' expectations and business strategies. Service transition is vital for flexibility managing changes and delivering improvements to services provided by organizations or programs of work.

Other Courses in the ITIL Lifecycle Series

- ITIL – Service Design
- ITIL – Service Strategy
- ITIL – Service Operation
- ITIL – Continual Service Improvement

How you'll benefit

This class will help you:

- Learn the approach to IT Service Management

Why Attend with Current Technologies CLC

- Our Instructors are in the top 10%
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs Run up to Date Code for all our courses

Objectives

Upon completing this course, the student will be able to meet these objectives:

- Service Management as a practice
- The ITIL Service Lifestyle
- Generic Concepts and Definitions
- Key Principles and Models
- Selected Processes, Functions, Roles
- Technology and Architecture
- Competence and Training

Who Should Attend

The job roles best suited to the material in this course are:

Course Duration
3 day
Course Price
$2,895.00
Methods of Delivery
- Instructor Led
- Virtual ILT
- On-Site

Certification Exam

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ITIL Service Transition

- Everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.
- All IT Professionals
- IT Project Managers
- IT Managers
- IT Architects and Consultants

Perquisites

To fully benefit from this course, you should have the following knowledge:

- IT related work experience is recommended

Outline

Module 1: Introduction to Service Transition
- Purpose, Goals and Objectives of Service Transition
- Scope of Service Transition
- Business Value

Module 2: Service Transition Principles
- The key policies & best practice principles
- Optimizing Service Transition performance
- Service Transition inputs and output

Module 3: Service Transition Processes
- Introduction
- Transition Planning and Support
    - Purpose and objectives, Scope, Value to business
    - Policies, principles and basic concepts
    - Process activities, methods and techniques
    - Triggers, inputs, outputs and interfaces
    - Critical success factors and key performance indicators
    - Challenges and risks

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ITIL Service Transition

- Change Management
  - o Purpose and objectives, Scope, Value to business
  - o Policies, principles and basic concepts
  - o Process activities, methods and techniques
  - o Triggers, inputs, outputs and interfaces
  - o Critical success factors and key performance indicators
  - o Challenges and risks

- Service Assets & Configuration Management
  - o Purpose and objectives, Scope, Value to business
  - o Policies, principles and basic concepts
  - o Process activities, methods and techniques
  - o Triggers, inputs, outputs and interfaces
  - o Critical success factors and key performance indicators
  - o Challenges and risks

- Release and Deployment Management
  - o Purpose and objectives, Scope, Value to business
  - o Policies, principles and basic concepts
  - o Process activities, methods and techniques
  - o Triggers, inputs, outputs and interfaces
  - o Critical success factors and key performance indicators
  - o Challenges and risks

- Service Validation and Testing
  - o Purpose and objectives, Scope, Value to business
  - o Policies, principles and basic concepts
  - o Process activities, methods and techniques
  - o Triggers, inputs, outputs and interfaces
  - o Critical success factors and key performance indicators
  - o Challenges and risks

- Change Evaluation
  - o Purpose and objectives, Scope, Value to business
  - o Policies, principles and basic concepts
  - o Process activities, methods and techniques
  - o Triggers, inputs, outputs and interfaces

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ITIL Service Transition

- o   Critical success factors and key performance indicators
- o   Challenges and risks
- Knowledge Management
  - o   Purpose and objectives, Scope, Value to business
  - o   Policies, principles and basic concepts
  - o   Process activities, methods and techniques
  - o   Triggers, inputs, outputs and interfaces
  - o   Critical success factors and key performance indicators
  - o   Challenges and risks

Module 4: Managing People through Service Transition

- Managing communications and commitment
- Managing organizational and stakeholder change
- Stakeholder Management

Module 5: Organizing for Service Transition

- Organizational Development
- Role of technical & application management function in service transition
- Organizational context for transitioning a service
- Service transition roles and responsibilities
- The relationship of service transition to other lifecycle phases

Module 6: Technology Considerations

- The types of tools that would benefit service design
- Knowledge management tools
- Collaboration
  - o   Communities
  - o   Workflow management
- Configuration Management System

Module 7: Implementation and Improvement of Service Transition

- Key activities in the introduction of service transition
- An integrated approach to service transition processes

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ITIL Service Transition

- Implementing service transition in a virtual or cloud environment

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