# ITIL® V3 Service Transition Certification Program
# 3 Days

## Program Overview

The ITIL® Intermediate Qualification: Service Transition (ST) Certificate, although a stand alone qualification, yet is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate.

The ITIL® Certificate in Service Transition is intended to enable the course participants to apply the ITIL® best practices during the Service Management Lifecycle.

## Duration

This program is offered over a 3-day period and includes approximately 21 hours of student-instructor interaction; a 1.5 hours formal certification exam on the afternoon of the fifth day, or the following week.  The Minimum number of students per session is 6 where the maximum is 12.

The course approach combines theoretical and hands-on knowledge transfer, including individual and group practical exercises.

➡ Note: The success in achieving this certification is highly dependant upon participants' effort in doing their homework, and self-study before and during the program.  Therefore, it is highly recommended that:
- ➔ The exam is scheduled one week to maximum two weeks after the training to allow sufficient time for preparation.
- ➔ Course participants purchase the appropriate OGC publication to complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance.

## Delivery Methods

- Instructor led Classroom based
- Virtual Web based

## Audience

The target group of the ITIL® Expert Qualification Service Transition is:

- Individuals who require a deep understanding of ITSM/ITIL® Service Transition phase and its related processes and how it may be used to enhance the quality of IT service support within an organization.
- IT professionals that are working within an organization that has adopted and adapted

- ITIL® who need to contribute to an ongoing service improvement program This may include but is not limited 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, business managers and business process owners.

## Prerequisites

- Individuals who have attained and have a proof of one of the following certifications:
  - o V3 ITIL® Foundation certificate in Service Management; OR
  - o V2 Foundation plus the V3 Foundation Bridge certificate;

It is also strongly recommended that course participants:

- Possess 2 to 4 years professional experience working in IT Service Management
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
  - o Event Management Process
  - o Incident Management Process
  - o Request Fulfillment Process
  - o Problem Management Process
  - o Access Management Process
  - o Service Desk
  - o Technical Management
  - o IT Operations Management
  - o Application Management

## Content and 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
- Management and control of all Service Transition activities
- Service Transition Related activities around communications, commitment and organizational change
- Organizing Service Transition
- Control and coordination of Service Transition technology related activities
- Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks.

### The program will cover the following modules:

### Introduction

This module introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of ST within the Lifecycle, where the course participants will have the ability to capture, understand and describe:

- Service Transition as a practice
- Service, its value proposition and value composition
- Functions, Processes and Roles
- The purpose, goals and objectives of Service Transition
- The scope of Service Transition and the types of processes used by Service Transition
- The position of Service Transition within the service lifecycle, the interfaces, inputs and outputs
- Potential value to business

### Service Transition Principles

This module covers the basic guiding principles of Service Transition, where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- The concept of service and role of utilities, warranties, capabilities and resources in delivering the service
- The key policies and best practice principles that aid effective Service Transition.

### Service Transition Processes

This module covers the managerial and supervisory aspects of the ITIL® processes covered in the Service Transition stage (but excludes the day to day operation of the processes which are primarily covered in the Release, Control and Validation module); where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Evaluation
- Knowledge Management

### Service Transition related activities

This module provides a high-level view of the communications and stakeholder management activities which support Service Transition; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Managing Communications and Commitment
- Managing Organizational and Stakeholder Change
- Organizational roles, responsibilities and Service Transitions Roles within organizational change
- Planning and Implementing organizational change, and the outputs from other lifecycle stages which assist with managing organizational change
- Assessing organizational readiness for and monitoring progress of organizational change
- Methods, practices and techniques used in managing change
- Stakeholder Management

### Organizing for Service Transition

This module considers the roles and responsibilities appropriate within Service Transition and the Service Transition focused capabilities. It will also cover possible Service Transition organizational structures and their applicability to different circumstances; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Service Transition Roles and Responsibilities
- Organizational context for Service Transition
- The relationship of Service Transition with other lifecycle phases

### Consideration of Technology

This module covers technology considerations for Service Transition; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Technology requirements for Service Transition that support Service Transition as a whole and, support Service Transition's integration into the whole lifecycle.

### Implementation and improvement of Service Transition

This module covers the implementation and improvement of Service Transition in an organization; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- The stages of introducing Service Transition to an organization including:
    - Justification
    - Design
    - Management of cultural change and risks and beneficial values
- Measurements through analyzing critical success factors and key performance indicators
- Challenges, pre-requisites for success and risks that affect the likely viability of new and changed services.
- Challenges facing service transition and the external factors that affect the approach to service transition

### *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.

## Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

## Simulation and practical application

- We provide the students with real life experiences; we use the client organization as "Case study" example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.