

## ITIL® Intermediate Service Transition Training

**Course#: ITSM-05**

**Duration: 1 Day**

**Price: 0.00**

### Course Description

Service Transition is a set of process and guidelines which ensures that any changes to services or the Service Management Processes are carried out in a coordinated and seamless manner so as to integrate with the overall business objectives. As one of the modules in the ITIL Intermediate Lifecycle stream that leads to the ITIL Expert Certificate in IT Service Management qualification, the ITIL Intermediate Service Transition (ST) certification focuses on key management and process oriented techniques that help plan and manage the new transitions and any associated risks and challenges. Understanding these techniques can help individuals manage changes with a certain degree of flexibility and ultimately help organizational processes align with user expectations and business strategy.

This intensive examination is a reflection of your knowledge of industry best practices in service transition as documented in the ITIL Service Transition publication. KnowledgeHuts workshop is aimed at preparing you for this exam with in-depth courseware and coaching by industry experts who will familiarize you with the tips and tricks to clear the exam at the first go. Enrol today and start the process of becoming an ITIL expert.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit this link.

### Objectives

What you will learn:

On completion of this workshop and successful attempt of the examination, candidates will become proficient in:

Fundamentals of 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

You will also get:

- In-depth preparatory help for examination
- Comprehensive and crisp courseware in downloadable format
- Coaching by ITIL certified experts
- Get 3 credits toward ITIL Expert certification and 21 PDUs for PMI recertification
- Post workshop assistance and support
- Workshop fee inclusive of certification exam fee.

## **Audience**

This workshop and the subsequent certification will benefit:

IT professionals working in roles associated with service transition  
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, IT professionals working in development projects.  
Those seeking to gain the ITIL Expert Certification or higher ITIL certifications for which the Service Strategy Transition module is a prerequisite.

## **Prerequisites**

The Pre-requisites to attaining the Intermediate Certification are given below:

Candidates are required to have (in their possession) and upload the following under their profile on the Peoplecert website:

ITIL Foundation Certificate (version does not matter)

Course Completion Certificate for ITIL Intermediate Service Transition Training.

## **Content**

Introduction to service transition

The purpose and objectives of service transition

The scope of service transition and ways that service transition adds value to the business

The context of service transition in relation to all other lifecycle stages

Service transition principles

Service transition policies, principles and best practices for service transition

How to use metrics to ensure the quality of a new or changed service and the effectiveness and efficiency of service transition

The inputs to and outputs from service transition as it interfaces with the other service lifecycle phases

Service transition processes

A management perspective of the purpose and value of the service transition processes, how they integrate within service transition and how they interface with other lifecycle phases

Managing people through service transitions

How to address and manage the communication and commitment aspects of service transition  
How to manage organizational and stakeholder change  
How to develop a stakeholder management strategy, map and analyse stakeholders and monitor changes in stakeholder commitment

## Organizing for service transition

Technology requirements that support the service transition stage and its integration into the service lifecycle  
Types of knowledge management, service asset and configuration management and workflow tools that can be used to support service transition

## Technology Considerations

Technology requirements that support the service transition stage and its integration into the service lifecycle  
Types of knowledge management, service asset and configuration management and workflow tools that can be used to support service transition

## Implementing and improving service transition

The key activities for introducing an integrated service transition approach into an organization  
The design, creation, implementation and use of service transition in a virtual or cloud environment

Challenges, critical success factors and risks

Be able to provide insight and guidance for service transition challenges, risks and critical success factors

A more detailed syllabus can be found at :

[https://www.axelos.com/Corporate/media/Files/Syllabi/The\\_ITIL\\_Intermediate\\_Qualification\\_Service\\_Transition\\_Certificate\\_Syllabus\\_v5-3.pdf](https://www.axelos.com/Corporate/media/Files/Syllabi/The_ITIL_Intermediate_Qualification_Service_Transition_Certificate_Syllabus_v5-3.pdf)