



## ITIL® Service Lifecycle: Service Transition

Code: 2721

3 days

### Course Overview

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the service transition phase of the service lifecycle. You'll focus on service transition purpose, principles, processes, activities, functions, technology, and implementation considerations. This course utilizes lecture, exercises, and scenario-based exam questions to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam. **The exam is offered on the last day of the course at 3:30 pm.**

The main process focus areas of this course include:

- Transition planning and support
- Service asset and configuration management
- Change management
- Change evaluation
- Release and deployment management
- Service validation and testing
- Knowledge management

**Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.**

### Certification:

ITIL Expert Qualification: Service Transition Certificate

### Who Needs To Attend

- IT operations, technical, or IT management personnel requiring more information about ITIL best practices
- Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

### Course Details

## Topics Include

- Importance of service management as a practice concept and servicetransition principals, purpose, and objectives
- How all processes in ITIL service transition interact with other servicelifecycle processes
- Sub-processes, activities, methods, and functions used in each of theITIL service transition processes
- Roles and responsibilities within ITIL service transition and theactivities and functions to achieve operational excellence
- How to measure ITIL service transition
- Technology and implementation considerations surrounding ITIL servicetransition
- Challenges, critical success factors, and risks associated with ITILservice transition

## Course Outline

### 1. Service Transition

- Purpose and Objectives
- Scope
- Business Value
- Context
- Processes

### 2. Service Transition Principles

- Policies
  - Define and Implement a Formal Policy
  - Implement All Changes to Services
  - Adopt a Common Framework and Standards
  - Maximize Reuse of Established Processes and Systems
  - Align Plans with the Business Needs
  - Establish and Maintain Relationships with Stakeholders
  - Establish Effective Controls and Disciplines
  - Provide Systems for Knowledge Transfer and Decision Support
  - Plan Release Packages
  - Anticipate and Manage Course Corrections
  - Proactively Manage Resources Across Service Transition
  - Ensure Early Involvement in the Service Lifecycle
  - Provide Assurance of the Quality of the New or Changed Service
  - Proactively Improve Quality During the Service Transition
- Optimizing Performance
- Inputs and Outputs by Lifecycle Stage

### 3. Transition Planning and Support

- Purpose and Objectives
- Scope of Transition Planning and Support
- Business Value
- Policies, Principles, and Basic Concepts

- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Transition Planning and Support
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

#### **4. Service Asset and Configuration Management**

- Purpose and Objectives
- Scope of Service Asset and Configuration Management
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Service Asset and Configuration Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

#### **5. Change Management**

- Purpose and Objectives
- Scope of Change Management
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Change Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

#### **6. Change Evaluation**

- Purpose and Objectives
- Scope of Change Evaluation
- Business Value
- Policies, Principles, and Basic Concepts
- Key Terminology
- Activities, Methods, and Techniques
- Trigger, Inputs, and Outputs
- Process Interfaces with Change Evaluation
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

#### **7. Release and Deployment Management**

- Purpose and Objectives
- Scope of Release and Deployment Management
- Business Value

- Policies and Principles
- Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Release and Deployment Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

## **8. Service Validation and Testing**

- Purpose and Objectives
- Scope of Service Validation and Testing
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Trigger, Inputs, and Outputs
- Process Interfaces with Service Validation and Testing
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

## **9. Knowledge Management**

- Purpose, Objectives, and Scope
- Business Value
- Policies,

## **Prerequisites**

- ITIL Foundation Certification (v3 or newer) required
- Two years of relevant work experience
- To prepare for the end-of-class exam, we recommend that you review the ITIL 2011 publication *Service Transition* (2011 Edition,