



COURSE AGENDA

ITIL® INTERMEDIATE SERVICE TRANSITION (ST) -

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LEARNING UNITS

1. Introduction to Service Transition

Purpose, objectives, scope and value to business

The context of service transition in ITIL service lifecycle

2. Service Transition Principles

The key policies and best practice principles that aid effective service transition

Optimizing service transition performance and typical metrics that can be used

Service transition inputs and outputs by lifecycle stage

3. Service Transition processes

Each process will consist of:

- Purpose, objective, scope, value to business
- Policies, principles & basic concepts
- Process activities, methods & techniques
- Triggers, inputs, outputs & interfaces
- Critical success factors and Key performance indicators
- Challenges & risks

Transition planning and support

Change management

Service asset and configuration management

Release and deployment management

Service validation and testing

Change evaluation

Knowledge management

4. Managing people through service transition

Managing communication and commitment

Managing organizational and stakeholder change

Stakeholder management

5. Organizing for Service Transition

Organizational development

Role of technical and 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

6. Technology Considerations

Technology requirements for service transition that support service transition as a whole

7. Implementing & improving service transition

Key activities in the introduction of service transition

An integrated approach to service transition processes

Implementing service transition in virtual or cloud environment

8. Challenges, critical success factors and risks

Challenges facing service transition

Measurement through analyzing critical success factors

Potential implementation risks that could affect services currently in transition and being planned

External factors that affect the approach to service transition

9. Summary & directed studies

Review of key concepts

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Ref: AXELOS The ITIL Intermediate Qualification Service Transition Certificate v5.2

For information on the course, visit: <http://www.simplilearn.com/it-service-management/itil-intermediate-st-training>

**Need help? Ask a question or contact our Support team on
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