

Szkolenie: ITIL® ITIL® Service Transition (ST)



Cel szkolenia:

Szkolenie + egzamin w cenie

ITIL® is comprised of five core publications: **Service Strategy (SS)**, **Service Design (SD)**, **Service Transition (ST)**, **Service Operations (SO)** and **Continual Service Improvement (CSI)**. It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The primary focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The **ITIL® ST (Service Transition)** course is part of the ITIL® Intermediate Lifecycle Stream. The course prepares candidates to take the **ITIL® Service Transition Intermediate exam** as well as providing valuable knowledge that can be implemented in the workplace. The **Service Transition Certificate** is a free-standing qualification but is also part of the ITIL® Intermediate Lifecycle Stream. It is one of the modules that leads to the **ITIL® Expert Certificate in IT Service Management (ITSM)**. The purpose of this module, exam and certificate is, to impart, test, and validate the knowledge on industry practices in **IT Service Management** as documented in the **ITIL® Service Transition** publication.

This qualification provides a complete management-level overview of **Service Transition** including all its related activities. Candidates can expect to gain competencies in the following:

- Introduction to 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.

In addition, the training for this certification includes examination preparation, and a mock examination.

This lifecycle stage focuses on organizing and maintaining Service Transition. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the **ITIL® Intermediate Service Transition certification exam** as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Plan szkolenia:

- COURSE INTRODUCTION
 - Service Transition -Introduction
 - Purpose and objectives
 - Scope of Service Transition
 - Service Transition Processes
 - Value to the Business
 - Context of Service Transition
 - Service Transition Inputs and outputs
 - The ITIL® Certification scheme
 - The exam format
- PRINCIPLES
 - Service Transition Contents
 - Principles & Policies
 - Best Practices
 - Optimizing Service Transition
 - Metrics for alignment with Business and IT plans
 - Metrics for Service Transition
- PROCESSES
 - Transition planning and support
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Service Validation and Testing
 - Service Evaluation
- ACTIVITIES

- Communication
- Organizational Change
- Organizational Change Products
- Planning / Implementing Change
- Resistance to Change
- Stakeholder Management
- ROLES AND RESPONSIBILITIES
 - Introduction
 - Process Owner
 - Service Owner
 - Organizational context
 - Relationships with other Lifecycle stages
 - Key roles and responsibilities
- TECHNOLOGY CONSIDERATIONS
 - Considerations of Technology
 - Service Transition Support Tools
 - ITSM Technology
 - Knowledge Management Tools
 - Collaboration - Communities and Workflow Management
 - Configuration Management System
- IMPLEMENTATION AND IMPROVEMENT
 - Justifying Service Transition
 - Designing Service Transition
 - Introducing Service Transition
 - Cultural Change
 - Risks and Value
 - Implementation Challenges, CSF's and Risks
 - Service Transition under difficult circumstances
 - Integrated Service Transition processes
 - Service Transition in a virtual cloud environment
- APPENDICES
 - Business case study and exercises
 - Sample Exams
 - Glossary & Acronyms
 - Feedback
 - Recap

Wymagania:

An **ITIL® Foundation certificate** and preferably two years work experience in an **IT Service Management** environment.

Poziom trudności



Certyfikaty:

About the exam: Multiple choice exam, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/Closed Book: Closed Book.

Prowadzący:

Authorized PEOPLECERT Trainer.

Informacje dodatkowe:

ITIL® jest zarejestrowanym znakiem handlowym należącym do firmy AXELOS Limited i używanym za jej zgodą. Wszelkie prawa zastrzeżone.

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