Szkolenie: ITIL®
ITIL® Service Transition (ST)

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**OPCJE DODATKOWE**

- Książka: 425 PLN NETTO*
- Ebook: 425 PLN NETTO*
- Egzamin podczas szkolenia: 850 PLN NETTO*
- Egzamin online w domu: 950 PLN NETTO*

LOCALIZACJE

- Kraków - ul. Tatarska 5, II piętro, godz. 9:00 - 16:00
- Warszawa - ul. Bielska 17, godz. 9:00 - 16:00

**Cel szkolenia:**

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.
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
Wymagania:

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

Poziom trudności

Certyfikaty:


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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