Szkolenie: ITIL®
ITIL® Service Transition (ST)

**FORMA SZKOLENIA**

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<th>MATERIAŁY SZKOLENIOWE</th>
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**OPCJE DODATKOWE**

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<td>Książka</td>
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* (+VAT zgodnie z obowiązującą stawką w dniu wystawienia faktury)

**LOKALIZACJE**

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. 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

![Difficulty Level](image)

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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