

Szkozenie: ITIL®  
ITIL® Service Transition (ST)

FORMA SZKOLENIA	MATERIAŁY SZKOLENIOWE	CENA	CZAS TRWANIA
Stacjonarne	Tradycyjne	2100 PLN NETTO*	4 dni
Stacjonarne	Cyfrowe	2100 PLN NETTO*	4 dni
Stacjonarne	Tablet CTAB	2500 PLN NETTO*	4 dni
Metoda dlearning	Tradycyjne	2100 PLN NETTO*	4 dni
Metoda dlearning	Cyfrowe	2100 PLN NETTO*	4 dni
Metoda dlearning	Tablet CTAB	2500 PLN NETTO*	4 dni
<b>OPCJE DODATKOWE</b>			
Książka		425 PLN NETTO*	
Ebook		425 PLN NETTO*	
Egzamin podczas szkolenia		850 PLN NETTO*	
Egzamin online w domu		950 PLN NETTO*	

\* (+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



## 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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