

Training: ITIL®  
ITIL® Service Transition (ST)

FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Hardcopy	550 EUR	4 days
Traditional	Digital materials	550 EUR	4 days
Traditional	CTAB Tablet	650 EUR	4 days
Distance learning	Hardcopy	550 EUR	4 days
Distance learning	Digital materials	550 EUR	4 days
Distance learning	CTAB Tablet	650 EUR	4 days

## ADDITIONAL OPTIONS

Book	106 EUR
Ebook	106 EUR
Exam during the training	250 EUR
Online exam at home	240 EUR

## LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

## TRAINING GOALS:

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.

## CONSPECT:

- 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

## REQUIREMENTS:

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

## Difficulty level



## CERTIFICATE:

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.

## TRAINER:

Authorized PEOPLECERT Trainer.

## ADDITIONAL INFORMATION:

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