

ITIL® V3 Service Transition Certification Program - 3 Days

Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of ST concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® Intermediate Qualification: Service Transition Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL® Service Design publication.

Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate OGC publication to complete at a minimum 21 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance, in particular Service Transition publication.

Duration

This program is offered over a 3-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This three (3) days classroom training course with examination held on the afternoon of the 3rd day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 21 hours of student-instructor interaction, a sample and a

formal examination.

- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

Audience

The target group of the ITIL Expert Qualification Service Transition is:

- Individuals who require a deep understanding of ITSM/ITIL Service Transition phase and its related processes and how it may be used to enhance the quality of IT service support within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to contribute to an ongoing service improvement program This may include but is not limited to, CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM, trainers, business managers and business process owners.

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Additionally, to be eligible for the ITIL® Intermediate: Service Transition Qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to capture:

- Introduction to Service Transition
- Service Transition Principles
- Management and control of all Service Transition activities
- Service Transition Related activities around communications, commitment and organizational change
- Organizing Service Transition
- Control and coordination of Service Transition technology related activities
- Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks.

The program will cover the following modules:

Introduction

This module introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of ST within the Lifecycle, where the course participants will have the ability to capture, understand and describe:

- Service Transition as a practice
- Service, its value proposition and value composition
- Functions, Processes and Roles
- The purpose, goals and objectives of Service Transition
- The scope of Service Transition and the types of processes used by Service Transition
- The position of Service Transition within the service lifecycle, the interfaces, inputs and outputs
- Potential value to business

Service Transition Principles

This module covers the basic guiding principles of Service Transition, where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- The concept of service and role of utilities, warranties, capabilities and resources in delivering the service
- The key policies and best practice principles that aid effective Service Transition.

Service Transition Processes

This module covers the managerial and supervisory aspects of the ITIL processes covered in the Service Transition stage (but excludes the day to day operation of the processes which are primarily covered in the Release, Control and Validation module); where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Transition Planning and Support

- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Evaluation
- Knowledge Management

Service Transition related activities

This module provides a high-level view of the communications and stakeholder management activities which support Service Transition; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Managing Communications and Commitment
- Managing Organizational and Stakeholder Change
- Organizational roles, responsibilities and Service Transitions Roles within organizational change
- Planning and Implementing organizational change, and the outputs from other lifecycle stages which assist with managing organizational change
- Assessing organizational readiness for and monitoring progress of organizational change
- Methods, practices and techniques used in managing change
- Stakeholder Management

Organizing for Service Transition

This module considers the roles and responsibilities appropriate within Service Transition and the Service Transition focused capabilities. It will also cover possible Service Transition organizational structures and their applicability to different circumstances; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Service Transition Roles and Responsibilities
- Organizational context for Service Transition
- The relationship of Service Transition with other lifecycle phases

Consideration of Technology

This module covers technology considerations for Service Transition; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Technology requirements for Service Transition that support Service Transition as a whole and, support Service Transition's integration into the whole lifecycle.

Implementation and improvement of Service Transition

This module covers the implementation and improvement of Service Transition in an organization; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- The stages of introducing Service Transition to an organization including:
 - Justification
 - Design
 - Management of cultural change and risks and beneficial values
- Measurements through analyzing critical success factors and key performance indicators
- Challenges, pre-requisites for success and risks that affect the likely viability of new and changed services.
- Challenges facing service transition and the external factors that affect the approach to service transition

Summary, Exam Preparation and Directed Studies

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

The ITIL V3 Service Offering and Agreement program includes the following program material:

- Program slide presentation
- Syllabus document
- Sample examination questions and answers
- ITIL acronyms and glossary

Simulation and practical application

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.