

ITIL® Intermediate Lifecycle - Service Transition

Course Overview

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This is a 4-day class

The ITIL Intermediate certificate in Service Transition (ST) is a course that can be run over three or four days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Service Transition phase of the Service Lifecycle, aligned to the current version, ITIL: 2011. Delegates will also prepare for a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, and mock examinations.

Who Should Attend

Who should attend this course and why is it beneficial to gain this certification?

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

The Service Design Qualification would most likely suit the following candidates:

- Chief Information Officers
- Chief Technology Officers
- General IT Management
- Supervisor staff
- Team leaders
- Designers
- Architects
- Planners
- IT consultants
- IT audit managers
- IT security managers
- IT professionals involved in continual service improvement

The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Course Objectives



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The purpose of the ITIL Intermediate certificate in Service Transition is to certify that the delegate has gained a thorough and detailed knowledge of transition principles, advanced concepts, and has comprehended the essential management requirements for practices in this phase of the Service Management Lifecycle. When the delegate has completed this course, they should be confident in their ability to approach core transition activities, such as:

- Gaining critical knowledge and practical guidance on ensuring that the introduction, deployment, and decommissioning of new or changed services is consistently well managed
- Integrate the Software Development Methodology with effective Release and Change Management practices
- Reduce the risk of service outages through management assessments and increased accountability
- Establish a holistic and responsive testing and validation practice and function in support of quality assurance
- Formalize a business focused evaluation process to ensure that both functional and non-functional requirements are met
- Identify and implement appropriate levels of control and separation of duties for the service transition to production

Other Prerequisites

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

Course Outline

- 1 An effective understanding and application of Change Management**
- 2 Quality assurance and risk management**
- 3 Effective program and project management**
- 4 Planning, monitoring and confirming progress against current business requirements**
- 5 Review of Service Strategy processes including: Transition Planning and Support, Knowledge Management, Service Asset and Configuration Management, Change Management, Release and Deployment Management, Service Validation and Testing, and Change Evalua**
- 6 Interaction of Service Transition processes with other Service Lifecycle processes Managing communication and commitment**
- 7 Managing organizational and stakeholder change**
- 8 As with all the Service Lifecycle training courses there is a thorough review of ITSM technology and implementation considerations for the key processes in this phase of the lifecycle. There is also a review of the important considerations required**