

ITIL® Service Lifecycle: Service Transition

Duration: 3 Days · **Training format:** Virtual Classroom / Online

Description

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the service transition phase of the service lifecycle. You'll focus on service transition purpose, principles, processes, activities, functions, technology, and implementation considerations.

The main process focus areas of this course include:

- Transition planning and support
- Service asset and configuration management
- Change management
- Change evaluation
- Release and deployment management
- Service validation and testing
- Knowledge management

What you will learn

- Importance of service management as a practice concept and service transition principals, purpose, and objectives
- How all processes in ITIL service transition interact with other service lifecycle processes
- Sub-processes, activities, methods, and functions used in each of the ITIL service transition processes
- Roles and responsibilities within ITIL service transition and the activities and functions to achieve operational excellence
- How to measure ITIL service transition
- Technology and implementation considerations surrounding ITIL service transition
- Challenges, critical success factors, and risks associated with ITIL service transition

Audience

IT operations, technical, or IT management personnel requiring more information about ITIL best practices

Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Outline

Service Transition

- Purpose and Objectives
- Scope
- Business Value
- Context
- Processes

Service Transition Principles

- Policies
- Define and Implement a Formal Policy
- Implement All Changes to Services
- Adopt a Common Framework and Standards
- Maximize Reuse of Established Processes and Systems
- Align Plans with the Business Needs
- Establish and Maintain Relationships with Stakeholders
- Establish Effective Controls and Disciplines
- Provide Systems for Knowledge Transfer and Decision Support
- Plan Release Packages
- Anticipate and Manage Course Corrections
- Proactively Manage Resources Across Service Transition
- Ensure Early Involvement in the Service Lifecycle
- Provide Assurance of the Quality of the New or Changed Service
- Proactively Improve Quality During the Service Transition
- Optimizing Performance
- Inputs and Outputs by Lifecycle Stage

Transition Planning and Support

- Purpose and Objectives
- Scope of Transition Planning and Support

- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Transition Planning and Support
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Service Asset and Configuration Management

- Purpose and Objectives
- Scope of Service Asset and Configuration Management
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Service Asset and Configuration Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Change Management

- Purpose and Objectives
- Scope of Change Management
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Change Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Change Evaluation

- Purpose and Objectives
- Scope of Change Evaluation
- Business Value
- Policies, Principles, and Basic Concepts
- Key Terminology

- Activities, Methods, and Techniques
- Trigger, Inputs, and Outputs
- Process Interfaces with Change Evaluation
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Release and Deployment Management

- Purpose and Objectives
- Scope of Release and Deployment Management
- Business Value
- Policies and Principles
- Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Release and Deployment Management
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Service Validation and Testing

- Purpose and Objectives
- Scope of Service Validation and Testing
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Trigger, Inputs, and Outputs
- Process Interfaces with Service Validation and Testing
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Knowledge Management

- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces with Knowledge Management

- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Managing People and Organizing for Service Transition

- Managing Communications and Commitment
- Managing Organizational and Stakeholder Change
- Organizational Development
- Functions
- Organizational Context for Transitioning A Service

Technology and Implementation Considerations

- Knowledge Management Tools
- Collaboration
- Configuration Management System
- Integrated Approach to Service Transition Processes
- Implementing Service Transition in a Virtual or Cloud Environment

Service Transition Challenges, Risks, and CSFs

- Challenges
- Risks
- CSFs
- External Factors

Exam Preparation