Detailed Content of the ITIL® Service Transition course

The course will cover the following topics:

Introduction
- Introduction to the ITIL Service Transition course
- Introduction to IT Service Management
- Introduction to the Service Transition phase

The principles of the Service Transition phase
- The politics, principles and best practice of the Service Transition phase.
- How to use the metrics to ensure the quality of a service (new or modified) and the effectiveness and efficiency of the transition.
- Input and Output of the Service Transition when it interfaces with other phases.

How to manage the resources of the Service Transition phase
- How to control and manage the communication and start up aspects of the Service Transition phase.
- How to manage the change in the organisation and the shareholders
- How to develop a management strategy for the shareholders, chart, analyse and control the changes in the level of effort.

Organisation for the Service Transition phase
- In which way the technical and application functions connect with the transition
- Existing interfaces between the Service Transition phase and the other organisational units.
- Roles and responsibilities of the Service Transition phase, how and when they are used and examples of how small or big organisations of the Service Transition phase would be structured to use these roles.
- Why the Service Transition phase needs the planning and the workability of the services

Reflections on the technology
- Technology needed to sustain the Service Transition phase
- Ways of managing the knowledge, management tools for the activities and configurations, workflows that can be used to sustain this phase.

Implementation of the Service Transition phase
- Key activities for introducing and integrating the approach to the Service Transition phase of the services in the organisation
- Planning, creation, implementation and use of the Service Transition phase in a virtual or cloud context.

Challenges, critical success factors and risks

Exam preparation

- Rules, information and best practice to pass the exam
- Mock exam (2 mock exams are provided)

Exam

- Execution of the ITIL Service Transition exam

For further information on this course, please visit our site by clicking on the following link:
http://www.innovativelearning.it/index.php/en/it-service-management-en/itil-2/itilintermediatemenu-en/itil-service-lifecyclemenuitem-en/itil-service-transitionmenuitem-en