

## ITIL® Service Transition Lifecycle

**Certificate:** ITIL® Service Transition Lifecycle  
**Duration:** 3 days  
**Course Delivery:** Classroom, Virtual Classroom, Exam, eBook

**Course ID:** ITL9337  
**Language:** English  
**Credits:** 3 Credits to ITIL expert  
**PMI® PDUs:** 24

### **Course Description:**

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Transition phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Transition stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

### **Audience:**

The Service Transition Lifecycle course will be of interest to:

- Individuals who have their ITIL Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require understanding of the ITIL Service Transition phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- IT professionals working in or new to a Service Transition environment and requiring a detailed understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted 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.

### **Learning Objectives:**

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Transition principles, purpose and objective
- Understanding how all Service Transition processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the Service Transition processes
- The roles and responsibilities within Service Transition and the activities and functions to achieve operational excellence

- How to measure Service Transition performance
- Understanding technology and implementation requirements in support of Service Transition
- The challenges, critical success factors and risks related with Service Transition

### Course Organizational Logistics:

- A maximum of 18 people can attend this course with 1 instructor.
- Classroom with U-shaped seating arrangement
- 2 break out rooms where available- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 – 5:00 each day – the exam can be schedule from 3:30 – 5:00 on the last day

### Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation Certificate holders of Foundation certificate from an earlier version of ITIL , e.g., earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course
- There is no minimum requirement but a basic IT literacy and around 2 years' IT experience are highly desirable

### Course Material:

Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

### Examination:

- Evidence of ITIL Foundation Certificate and completion of the Service Transition Lifecycle course from an Accredited Training Provider is required to sit the exam.
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Transition book in preparation for the examination.
- The syllabus can be downloaded from: <http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary).
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distractor and achieves no marks.
- Pass score is 28/40 or 70%.
- Distinction pass score is under consideration.

### Credits:

- Upon successful passing of the ITIL Service Transition Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 24

### Agenda:

Day 1	Day 2	Day 3
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1. Introduction	4. Service Transition Processes Part 2	7. Organizing for Service Transition
	5. Service Transition Processes Part 3	8. Technology Considerations
2. Service Transition Principles		9. Implementing and Improving Service Transition
Lunch	Lunch	Lunch
2. Service Transition Principles	5. Service Transition Processes - Part 3	10. Challenges, CSFs and Risks
3. Service Transition Processes Part 1	6. Managing People Through Service Transition	11. Exam Preparation/Mock Exam
4. Service Transition Processes Part 1		Exam
Homework (Review of the Day's Materials)	Homework (Review of the Day's Materials)	

## Course Outline

### Course Introduction

- Introductions
- Course Introduction
- Course Learning Objectives
- Unique Nature of the Course
- Course Qualification Scheme
- Course Agenda and Exam details

### Course Agenda

- ITIL Intermediate Classroom Course
- ITIL Intermediate Expert Program Course
- ITIL Intermediate Classroom Blended Course
- ITIL Intermediate Virtual Classroom Blended Course

### Unit 1: Introduction to Service Transition

- 1.1 Purpose and Objectives
- 1.2 Scope of and Processes Within Service Transition
- 1.3 Value to the Business
- 1.4 Service Transition in the Service Lifecycle

#### Summary of Unit 1

### Unit 2: Service Transition Principles

- 2.1 Concept of Service Transition Principles

- 2.2 Key Policies and Best-Practice Principles
- 2.3 Optimizing Service Transition Performance
- 2.4 Inputs and Outputs
- 2.5 Group/Individual Exercise
- 2.6 Sample Test Question

**Summary of Unit 2**

**Unit 3: Service Transition Processes — Part 1**

- 3.1 Transition Planning and Support
  - 3.1.1 Purpose and Objectives
  - 3.1.2 Scope and Value to the Business
  - 3.1.3 Policies, Principles, and Basic Concepts
  - 3.1.4 Process Activities, Methods, and Techniques
  - 3.1.5 Triggers, Inputs, Outputs, and Interfaces
  - 3.1.6 Information Management
  - 3.1.7 CSFs and KPIs
  - 3.1.8 Challenges and Risks
- 3.2 Change Evaluation
  - 3.2.1 Purpose and Objectives
  - 3.2.2 Scope and Value to the Business
  - 3.2.3 Policies, Principles, and Basic Concepts
  - 3.2.4 Process Activities, Methods, and Techniques
  - 3.2.5 Triggers, Inputs, Outputs, and Interfaces
  - 3.2.6 Information Management
  - 3.2.7 CSFs and KPIs
  - 3.2.8 Challenges and Risks
- 3.3 Group/Individual Exercise

**Summary of Unit 3**

**Unit 4: Service Transition Processes — Part 2**

- 4.1 Change Management
  - 4.1.1 Purpose and Objective
  - 4.1.2 Scope and Value to the Business
  - 4.1.3 Policies, Principles, and Basic Concepts
  - 4.1.4 Process Activities, Methods, and Techniques

- 4.1.5 Triggers, Inputs, Outputs, and Interfaces
- 4.1.6 CSFs and KPIs
- 4.1.7 Challenges and Risks
- 4.2 Service Asset and Configuration Management (SACM)
  - 4.2.1 Purpose and Objectives
  - 4.2.2 Scope and Value to the Business
  - 4.2.3 Policies, Principles, and Basic Concepts
  - 4.2.4 Process Activities, Methods, and Techniques
  - 4.2.5 Triggers, Inputs, Outputs, and Interfaces
  - 4.2.6 Information Management
  - 4.2.7 CSFs and KPIs
  - 4.2.8 Challenges and Risks
- 4.3 Knowledge Management
  - 4.3.1 Purpose and Objectives
  - 4.3.2 Scope and Value to the Business
  - 4.3.3 Policies, Principles, and Basic Concepts
  - 4.3.4 Process Activities, Methods, and Techniques
  - 4.3.5 Triggers, Inputs, Outputs, and Interfaces
  - 4.3.6 Information Management
  - 4.3.7 CSFs and KPIs
  - 4.3.8 Challenges and Risks
- 4.4 Group/Individual Exercise
- 4.5 Sample Test Questions

**Summary of Unit 4**

**Unit 5: Service Transition Processes — Part 3**

- 5.1 Release and Deployment Management
  - 5.1.1 Purpose and Objectives
  - 5.1.2 Scope and Value to the Business
  - 5.1.3 Policies, Principles, and Basic Concepts
  - 5.1.4 Process Activities, Methods, and Techniques
  - 5.1.5 Triggers, Inputs, Outputs, and Interfaces
  - 5.1.6 Information Management
  - 5.1.7 CSFs and KPIs

- 5.1.8 Challenges and Risks
- 5.2 Service Validation and Testing
  - 5.2.1 Purpose and Objectives
  - 5.2.2 Scope and Value to the Business
  - 5.2.3 Policies, Principles, and Basic Concepts
  - 5.2.4 Process Activities, Methods, and Techniques
  - 5.2.5 Triggers, Inputs, Outputs, and Interfaces
  - 5.2.6 Information Management
  - 5.2.7 CSFs and KPIs
  - 5.2.8 Challenges and Risks
- 5.3 Group/Individual Exercise
- 5.4 Sample Test Questions

**Summary of Unit 5**

**Unit 6: Managing People Through Service Transition**

- 6.1 Goal
- 6.2 Managing Communications and Commitment
- 6.3 Managing Organizational and Stakeholder Change
  - 6.3.1 Organizational and Service Transition Roles and Responsibilities
  - 6.3.2 Planning and Implementing Organizational Change
  - 6.3.3 Assessing and Monitoring Organizational Readiness and Change Progress
  - 6.3.4 Dealing With The Organization and People in Sourcing Changes
  - 6.3.5 Methods, Practices, and Techniques Used to Manage Change
- 6.4 Stakeholder Management
- 6.5 Group/Individual Exercises
- 6.6 Sample Test Question

**Summary of Unit 6**

**Unit 7: Organizing for Service Transition**

- 7.1 Organizational Development
- 7.2 Functions
- 7.3 Organizational Context for Service Transition
- 7.4 Service Transition Roles and Responsibilities
  - 7.4.1 Generic Roles
  - 7.4.2 Specific Roles

7.5 Relationship of Service Transition with Other Lifecycle stages

7.6 Group/Individual Exercise

7.7 Sample Test Question

**Summary of Unit 7**

**Unit 8: Technology Considerations**

8.1 Service Transition Technology Requirements

8.1.1 Change Management, Configuration Management, and Release Management Tools

8.1.2 Knowledge Management Tools

8.1.3 Collaboration

8.1.4 Configuration Management System

8.2 Group/Individual Exercise

8.3 Sample Test Question

**Summary of Unit 8**

**Unit 9: Implementing and Improving Service Transition**

9.1 Key Activities in the Introduction of Service Transition

9.1.1 Justification

9.1.2 Design

9.1.3 Introducing Service Transition and Managing Cultural Change and Benefits

9.2 An Integrated Approach to Service Transition Processes

9.3 Implementing Service Transition in the Virtual or Cloud Environment

9.4 Group/Individual Exercise

9.5 Sample Test Question

**Summary of Unit 9**

**Unit 10: Challenges, CSFs, and Risks**

10.1 Challenges of Service Transition

10.2 Measurement Through CSFs

10.3 Risks During Service Transition and Plan

10.4 Service Transition Under Difficult Conditions

**Summary of Unit 10**

**Unit 11 : Exam Preparation Guide**

11.1 Mock Exam 1

11.2 Mock Exam 2

**Training Material Accreditation Status**



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