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Fact Sheet : ITIL® Service Transition

Description:

The Service Transition module is one of the ITIL® Service Lifecycle modules, and will be of interest to candidates looking to focus on the use of process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

The Service Transition qualification would mostly suit candidates in the following IT professions or areas:
- Configuration Manager
- Change Manager

The Service Transition module will help you gain the knowledge, skills and management techniques to coordinate all activities within Service Transition. The course syllabus covers the management-level concepts and core information of the activities and techniques within service transition, but not specific details about each of the supporting processes

Course Objectives:

- **Introduction to Service Transition:**
    - The purpose and objectives of service transition
    - The scope of service transition and ways that service transition adds value to the business
    - The context of service transition in relation to all other lifecycle stages

- **Service Transition Principles:**
    - Service Transition policies, principles and best practices for service transition
    - How to use metrics to ensure the quality of a new or changed service and the effectiveness and efficiency of Service Transition
    - The inputs to and outputs from Service Transition as interfaces with the other service lifecycle phases

- **Service Transition Processes:**
    - A management perspective of the purpose and value of the service transition processes, how they integrate within service transition and how they interface with other lifecycle phases

- **Managing people through Service Transitions:**
    - How to address and manage the communication and commitment aspects of service transition
    - How to manage organizational and stakeholder change
    - How to develop a stakeholder management strategy, map and analyze stakeholders and monitor changes in stakeholder commitment

- **Organizing for Service Transition:**
    - How the technical and application management functions interface with Service Transition

- o The interfaces that exist between Service Transition and other organizational units (including programs, projects, service design and suppliers) and the "handover points" required to ensure delivery of new or change services within the agreed schedule
  - o Service Transition roles and responsibilities, where and how they are used, as well as examples of how small or larger service transition organizations would be structured to use these roles
  - o Why service Transition needs service design and service operation, what it uses from them and how

- **Technology Considerations:**
  - o Technology requirements that support the Service Transition stage and its integration into the service lifecycle
  - o Types of knowledge management, service asset and configuration management and workflow tools that can be used to support service transition

- **Implementing and improving Service Transition:**
  - o The key activities for introducing an integrated service transition approach into an organization
  - o The design, creation, implementation and use of service transition in a virtual or cloud environment

- **Challenges, Critical Success Factors and Risks:**
  - o Be able to provide insight and guidance for service transition challenges, risks and critical success factors

Target Audience:

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory Staff
- Team Leaders
- Service Designers
- IT architects, Planners
- IT Consultants
- IT audit , security managers
- ITSM trainers involved in the ongoing management, co-ordination and integration of operation activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL® Service Operation stage of the ITIL® Service Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- IT Professionals working within or about to enter a service operation environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- Individuals seeking the ITIL® Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite

Prerequisites:

- 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
- A basic IT literacy and around 2 years IT experience are highly desirable
- Hold the ITIL® Foundation Certificate in IT Service Management
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes)

Examination:

Type:	Multiple choices,8 questions, scenario based
Duration:	Maximum 90 minutes
Pass Score:	70% (28 out of 40)
Delivery:	PBT and CBT
Examination Body:	Exin | PeopleCert | TUV- SUD

Credit:

There is no specific training course to achieve ITIL® Expert level. Once you have met the following criteria you can apply for this certification:

- The Service Transition module is worth three credits
- Candidates must have earned a minimum total of 17 credits from the Foundation and Intermediate modules.
- Once you have earned 17 credits from the Intermediate modules you must take and pass the Managing Across the Lifecycle module
- A total of 22 credits minimum must be achieved from ITIL® Intermediate Level or earlier ITIL® certifications
- The Managing Across the Lifecycle (MALC) module must then be taken and passed to achieve a total of 22 credits, which is the minimum required for ITIL Expert level.
- You should have a balanced knowledge base across the full ITIL® Service Life-cycle.

For more details contact

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