

ITIL V3 Intermediate In Service Transition Certificate

ITIL V3

The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT service management in the world. ITIL® is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Course Objective

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Service Transition
- Service Transition Principles
- Management and control of all Service Transition activities
- Service Transition Related activities around communications, commitment and organisational change
- Organizing Service Transition
- Control and coordination of Service Transition technology related activities
- Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks

In addition the training for this certification should include examination preparation, including a mock examination opportunity.

Pre-requisites

Delegates must already hold the ITIL® V3 Foundation or V2 Foundation plus the Foundation Bridge Certificate.

It is expected that individuals demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment.

Who should take this course

The course covers the management-level concepts of Service Transition and core information of the supporting activities within Service Transition, but not the specific details of each of the supporting processes.

The main target group for the ITIL Intermediate Qualification: Service Transition Certificate includes, but is not restricted to:

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers
- IT trainers

Certificate Of Attendance

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance

Training Methodology & Materials

- This is an intensive four-day course which includes the ITIL® V3 Service Operation examination which takes place on the final day.

Training Duration

Full-Time : 4 days
Time : 9.30am-5.30pm

Course + Exam Training Fee

Course Fee(including exam) : S\$2899

DETAILED COURSE OUTLINE

Upon successful completion of this course delegates will be able to demonstrate competencies in the following:

Learning Unit ST01: Introduction to Service Transition

Bloom's Level 2 Objectives – Full understanding of Service Transition terms and core concepts

- The Flow of Service Transition and where the "Service Transition evaluation points occurs in the flow
- Ways that Service Transition adds value to the business
- The inputs to and outputs from Service transition as it interfaces with the other service lifecycle phases
- The fundamental aspects of Service Transition and be able to define them

Learning Unit ST02: Service Transition Principles

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The utility of a service as defined in terms of the business outcomes that customers expect
- How services provide value by increasing the performance of customer assets while removing risks
- Service Transition best practices in relation to stakeholder relationships and how these best practices can be applied
- How to ensure the quality of a new or changed service

Learning Unit ST03: Service Transition Processes

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- How to integrate Service Transition with the processes that interact with Service Transition
- The flow of Service Transition as it relates to the transition planning, transition support, service validation and testing as well as evaluation.

Learning Unit ST04: Service Transition related activities

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- How to address and manage Communication aspects/strategy of Service Transition
- How to address organizational change from planning through to communication and implementation, and the interactions with the other lifecycle stages
- How to use all the methods, practices and techniques available to manage change
- Stakeholder management and how to achieve this within an existing organization

Learning Unit ST05: Organizing for Service Transition

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Service Transition roles and responsibilities, where and how they are used as well as how a Service Transition organization would be structured to use these roles
- The interfaces that exist between Service Transition and other organizational units (including third parties) and the "handover points"
- Why Service Transition needs Service Design and Service Operation, what it uses from them and how

Learning Unit ST06: Consideration of Technology

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Technology requirements that supports Service Transition, where and how these would be used
- Types of Knowledge Management, Service Asset and Configuration Management and workflow tools that can be used to support Service Transition

© Crown Copyright 2010 Reproduced under license from OGC
The ITIL Intermediate Qualification_Service Transition Certificate_v4.1 – March 2010
Version 4.1 (Status – Live) Document owner – Chief Examiner
Page 6 of 15

Learning Unit ST07: Implementation and improvement of Service Transition

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The stages for introducing Service Transition into an organization
- The design, creation, implementation and use of Critical Success Factors and Key Performance Indicators as ways to measure and improve Service Transition
- Challenges, risks and prerequisites for success in Service Transition

ITIL Intermediate Certification – Operation Support & Analysis (OSA)

Contact:

6333-4843

IT Enabler Consultancy Pte Ltd

35 Selegie Road #09-06 Parklane Shopping Mall S(188307)

customerservice@ienabler.com.sg

www.ienabler.com.sg

Company Reg. No.: 200211025Z