

Course 685 – ITIL® Service Transition

Duration: 4 days

Exam

The examination is closed book and made up of multiple choice questions based on a scenario. Students will be allowed 120 minutes to answer the questions. You need at least 70% (28/40 points) to pass.

Prerequisites

Candidates wishing to be trained and pass the exam for this qualification must already hold the ITIL Foundation Certificate.

Who Should Attend

This course is suitable for individuals who require a detailed 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 organisation. It is particularly suitable for: CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

Course Content

Introduction to Service Operation

- Full understanding of Service Transition terms and core concepts.
- The context of Service Transition in relation to all other lifecycle stages



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Service Operation 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
- The inputs to and outputs from Service Transition as it interfaces with the other service lifecycle phases

Service Operation Processes

- Service Transition principles, techniques and relationships and their application to ensure new, modified or retired services
- 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



Common Service Operation activities

- Service Transition principles, techniques and relationships and their application to ensure new, modified or retired services
- 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 analyse stakeholders and monitor changes in stakeholder commitment

Organizing for Service Operation

- How the technical and application management functions interface with service transition
- The interfaces that exist between service transition and other organizational units (including programmes, projects, service design and suppliers) and the “handover points”
- Service transition roles and responsibilities
- Why service transition needs service design and service operation, what it uses from them and provides to them

Technology Considerations

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

Implementation of Service Operation

- The key activities for introducing an integrated service transition approach into an organization
- The design, creation, implementation and use of service transition in a virtual or cloud environment

Planning and Implementing Service Management Technologies within a company

- Be able to provide insight and guidance for service transition challenges, risks and critical success factors

About ActiveLearning, Inc.

ActiveLearning is the Philippines' leading provider of Information Technology and Project Management education, where thousands of students take courses from Application Development to Project Management to Network Security, and much more. Our courses are taught by expert instructors, and learning is enhanced through a blend of in-depth lectures, workshops, and hands-on exercises.