

ITIL: Service Transition (ST) – (Revision 1.6)

Course Overview

This hands on program leads to a Certificate in ITIL Service Lifecycle Management - Service Transition. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of the processes, functions and activities associated with the Service Transition domain of the ITIL Service Lifecycle. Upon successful completion of the education and examination, students can expect to gain competencies in the following IT Service Transition areas including Introduction to Service Transition, Service Transition Principles, Service Transition Processes, Service Transition related activities, Organization and technology for Service Transition, Understanding Implementation approaches, Service Transition roles, Challenges, Critical success factors and risks.

Course Outline

<u>Course Introduction</u>	3m
Course Introduction	
<u>Chapter 01 - Course Introduction</u>	13m
Lesson: Course Organization	
Welcome to the Course!	
Mentoring Community Introductions	
Why Are You Here?	
Using Bloom's Taxonomy	
What Do You Expect?	
Housekeeping Online	
Lesson: Course Conventions & Agenda	
Conventions Used	
Quizzes & Exercises	
ITIL Qualification Scheme	
ITIL Lifecycle Exam	
Getting Started with an Online Class	
Chapter 01 Review	
<u>Chapter 02 - Service Transition</u>	33m
Lesson: Introduction to Service Transition	
The Service Lifecycle	
Managing Across the Lifecycle	
The Service Transition Model	
Purpose, Goals & Objectives of Service Transition	
Scope of Service Transition	
Value of Service Transition	
Lesson: Principles of Service Transition	
Principles of Service Transition	
Service Transition Governance	
Service Transition Management	
Service Transition Quality	
The Service "V" Model	

Optimizing Service Transition Performance

Lesson: Service Transition Summary

Service Transition Summary

Checkpoint

Chapter 02 Review

Chapter 03 - Service Transition Processes

3h 56m

Lesson: Planning & Support

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities

Develop Transition Strategy

Prepare for Service Transition

Plan & Coordinate Transition

Advise Transition Teams

Support Transition Administration

Monitor Transition Progress

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Change Management

Introduction to Change Management

Purpose, Goals & Objectives of Change Management

Scope of Change Management

Value of Change Management

Concepts of Change Management

Activities of Change Management

The Change Advisory Board (CAB)

Change Types

Change Model

Change Proposal

Change Process Flow

Create & Review Request for Change

Assess & Evaluate Request for Change

Authorize Change

Change Authorization Model

Coordinate Change

Review & Close Change

Standard Change

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Change Management Summary

Lesson: Service Asset & Configuration Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Configuration Management System
Definitive Media Library
Activities
Configuration Activity Model
Management & Planning
Configuration Identification
Configuration Control
Status Accounting & Reporting
Verification & Audit
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Release & Deployment Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Release Package
Activities
Planning
Prepare Build, Test & Deployment
Build & Test
Test & Pilot Service
Plan & Prepare for Deployment
Transfer, Deploy & Retire
Verify Deployment
Early Life Support
Review & Close Deployment
Review & Close Service Transition
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Service Validation & Testing

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Validation & Testing Process
Activities

Validation & Test Management

Plan & Design Test

Verify Test Plan & Acceptance

Prepare Test Environment

Perform Test

Evaluate Exit Criteria & Report

Clean Up & Close

Triggers, Inputs & Output

Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Change Evaluation

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Evaluation Point Scope

Activities

Service Evaluation Terms

Change Evaluation Process

Evaluation Plan

Understand Intended Effects of Change

Understand Unintended Effects of Change

Consider Factors Affecting Change

Evaluate Predicted Performance

Evaluate Actual Performance

Manage Risk

Evaluation Report

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Knowledge Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

DIKW Structure

SKMS Relationships

Activities

Knowledge Management Strategy

Knowledge Transfer

Data & Information Transfer

Service Knowledge Management System (SKMS)

Utilization of SKMS

Triggers, Inputs & Outputs

Relationships
Critical Success Factors
Challenges & Risks
Summary
Checkpoint
Chapter 03 Review

Chapter 04 - Common Service Transition Activities

37m

Lesson: Common Activities

Managing Communication & Commitment
Service Transition Communication
Communication Planning
Communication Strategy
Communication Methods
Motivation & Communication
Managing Organization & Stakeholder Change
Management of Change
Strategy & Design of Change
Methods, Practices & Techniques
Tips for Managing Change
Organizational Transformation
Organizational Change Strategies
Overcoming Resistance to Change
Stakeholder Management
Stakeholder Management Strategy
Stakeholder Map & Analysis
Changes in Stakeholder Commitment
Lesson: Common Activities Summary
Common Activities Summary
Checkpoint
Chapter 04 Review

Chapter 05 - Structure, Technology & Implementation

1h 2m

Lesson: Organizing Service Transition

Introduction
Organizational Context
Service Transition Roles
Service Owner
Process Owner
Process Manager
Process Practitioner
Service Transition Manager
Planning & Support
Change Management Roles
Change Authority & CAB Roles
SACM Roles
Release & Deployment Roles
Release Packaging & Build
Deployment
Early Life Support

Build & Test Environment Management

Service Validation & Testing Roles

Change Evaluation Roles

Knowledge Management Roles

Relationships

Lesson: Technology Considerations

Tools

Knowledge Management Tools

Collaboration

Communities

Workflow Management

Configuration Management System

Lesson: Implementing Service Transition

Integrated Approach to Service Transition

Implementation Stages

Justifying Service Transition

Designing Service Transition

Introducing Service Transition

Cultural Change Aspects

Critical Success Factors

Challenges

Risks

Lesson: Structure, Technology & Implementation Summary

Structure, Technology & Implementation Summary

Checkpoint

Chapter 05 Review

Course Closure

Total Duration: 6hrs 23m