

ITIL[®] Service Transition**Course Outline**www.gaqm.org**Prerequisites: Must be ITIL Foundation Certified**

The ITIL[®] Intermediate Qualification: Service Transition Certificate is a free-standing qualification, but is also part of the ITIL[®] Intermediate Lifecycle stream, and one of the modules that leads to the ITIL[®] Expert in IT Service Management Certificate. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service Management as documented in the ITIL[®] Service Transition publication.

This Peoplecert accredited training program is for individuals seeking specialist certification in ITIL's Service Transition practice area. Candidates for this program include executives, managers, supervisory staff, team leaders, architects and planners who hold a Foundation certificate. Candidates will gain competencies in the following areas upon successful completion of the reading (Service Transition Book), training and examination components related to this certification:

Organisational Benefits

Through understanding Service Transition, the IT teams can more successfully handle higher volumes of change. From the customer's point of view, that results in a greater percentage of IT changes delivering the desired improvements without unnecessary disruption. From the IT team's viewpoint, it means an increased level of trust from the customers and users.

Individual Benefits

You will gain an understanding on how to control changes to the IT services with the appropriate level of flexibility. This will lead to great confidence in your own abilities and hence better job satisfaction. You may gain other benefits such as increased promotion within your own organisation along with a potential to increase your salary!

The Service Transition Course provides information to enable delegates to gain competencies in:

- 1) Introduction to Service Transition
- 2) Service Transition Principles
- 3) Transition Planning and Support
- 4) Change Management
- 5) Service Asset and Configuration Management
- 6) Release and Deployment Management
- 7) Service Validation and Testing
- 8) Evaluation Knowledge Management
- 9) Managing Communications and Commitment
- 10) Managing Organisational and Stakeholder Change
- 11) Stakeholder Management
- 12) Organising for Service Transition
- 13) Consideration of Technology
- 14) Implementation and improvement of Service Transition

What Modules are covered?

- ST01: Introduction to Service Transition
- ST02: Service Transition Principles
- ST03: Service Transition Processes
- ST04: Service Transition related activities
- ST05: Organizing for Service Transition
- ST06: Consideration of Technology
- ST07: Implementation and improvement of Service Transition
- ST08: Challenges, CSFs and Risks

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