

ITIL® Transition

The Office of the Government Commerce, UK (OGC - the official owner of ITIL®) commissioned a program to review the best practice framework (referred to as ITIL® V2) for managing information technology and systems activities. The result was the launch of five core books in May 2007, referred to as ITIL® V3, for the practice of Service Management in Information Technology.

The 3-day ITIL® V3 Transition course is an independent certification and also prepares the candidate for the Managing through the Lifecycle and ITIL® Expert certifications. This course covers Transition processes, common activities, technology, organization, and implementation issues. All Procept ITSM instructors and courses are certified through the Information Systems Examination Board which provides examinations on the last day of the course.

You will gain detailed knowledge of the contents of the ITIL® V3 Service Transition publication. The lectures and exercises in this class will provide you with both the information that you need and practice in applying the important Service Transition principles. During this course we will explore the details of managing transition in an Information Technology organization. We'll cover Best Practice methodologies aimed at ensuring your understanding all of the principles, processes, and activities necessary to ensure smooth entry of new or changed products into production.

The partner Capability course, Release, Control and Validation, provides more detailed information on the design of Service Transition activities to ensure that they support the overall Service Lifecycle.

LEARNING OBJECTIVES

Participants will gain practical skills in the following areas:

- Service Transition Principles
- Service Transition Processes and activities
- Service Transition organization and roles
- Technology for Service Transition
- Implementing Service Transition
- Understanding Challenges, Critical Success Factors and Risks

WHO SHOULD ATTEND

The ITIL® V3 Service Transition Lifecycle course is appropriate for individuals who:

- Require a detailed understanding of Service Transition principles, Processes, and activities.
- Are working in, or about to enter, an IT Service Transition environment.
- Require a detailed understanding of ITIL® Service Transition.

- Are seeking an ITIL® Expert certification in order to gain the benefits of ITIL® principles throughout their organization.
- Are seeking an ITIL® Advanced Level certification.
- This may include but is not limited to, IT professionals, business managers and business process owners.

PREREQUISITE

This qualification is only available to candidates who hold the V3 Foundation or Foundation Bridge Certificate in IT Service Management.

MATERIALS

You will receive a course binder containing course notes, exercises, and suggested solutions.

WHAT YOU WILL LEARN

Key Principles in Service Transition

- Communications
- Technology
- Organization and Managing Organizational Change
- Implementation

Processes in Service Transition

- Configuration Management
- Change Management
- Release & Deployment Management
- Knowledge Management
- Service Validation & Testing
- Evaluation