

# Course Service Transition ITIL® Intermediate

Intermediate course ITIL ST – Lifecycle stream

**Course length:** 3 days + 2 hours certification exam next day

**Price:** 26.970 CZK + VAT (33.860 including certification exam and certificate)

\* individual price for more participants - ☎

\* course can be organized on premise - ☎

**Registration:** [registration form](#)

**Dates:** see courses calendar on main page – [www.q4it.eu](http://www.q4it.eu)

**Places:** Brno, Prague, Ostrava

## Target group:

You are a CIO, Chief Technology Officer, manager, team leader, designer, architect, planner, IT consultant, IT audit manager, IT security manager or ITSM trainer or a member of the supervisory staff. Your role involves dealing with or being responsible for Service Transition.

## Prerequisites:

The certificate is a follow-on after gaining the ITIL® Foundation in Service Management.

You followed your training with an EXIN-accredited trainer.

**Course learning objectives:** You will learn about Service Transition in order to organize and manage, though communication and change in organizations will certainly not be left aside. After obtaining the certificate, you will be able to progress to the role of Service Manager with the task of controlling the functions and processes within the Service Transition Lifecycle

## Course agenda:

- Introduction to Service Transition - Objectives of Service Transition, how Service Transition interfaces with other ITIL lifecycle stages
- Service Transition Principles - The concept of a service and role of utility and warranty, The key principles of effective Service Transition
- Service Transition Processes
  - ✓ Transition planning and support
  - ✓ Change management
  - ✓ Service Asset and Configuration Management (SACM)
  - ✓ Release and deployment management
  - ✓ Service validation and testing
  - ✓ Change evaluation
  - ✓ Knowledge management
- Managing people through service transitions - Managing communications and commitment,
- Managing organization and stakeholder change
- Organizing for service transition
- Implementing service transition, challenges, critical success factors and risks



## Additional information:

- Course material is in English to keep precise meaning of terms and definitions
- Course participants are provided with hot/cold drinks, lunch, snacks
- Individual and group assignments are part of the course to actively involve course participants
- Course is lead by experienced trainer with many years practical experience – ITIL Expert

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