



Transforming The Way People Learn

# ITIL® Service Transition (ITIL3ST) 2011 Edition



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT Service Management in the world. ITIL® is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

This course will help any organisation to improve the quality of their IT Service Management. It increases understanding about ITIL® principles and terminology, and the concepts, processes, functions and activities of IT Service Transition. The course also covers Service Transition rationale and provides the opportunity to sit the ITIL® Lifecycle examination in Service Transition.

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.

## Course Content

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- Introduction to Service Transition
- Service Transition Principles
- Service Transition processes – Will look at Transition Planning & Support, Change Management, Service Asset & Configuration Management, Release & Deployment Management, Service Validation & Testing, Change Evaluation and Knowledge Management (Excluded are detailed knowledge of process activities, methods and techniques)
- Managing people through Service Transition
- Organising for Service Transition
- Technology considerations
- Implementing and improving Service Transition
- Challenges, Critical success factors and Risks

## Duration

This is an intensive three day course which includes the ITIL® Service Transition examination which takes place on the final day.

## Pre-Requisites

Candidates must already hold one of the following:

- ITIL® Foundation certificate in IT Service Management
- ITIL® V2 Foundation plus the Foundation Bridge Certificate
- ITIL® Expert certificate in IT Service Management (achieved via Service manager or Practitioner bridging routes)

## Accreditation

- Multiple-choice
- 90 minute duration
- 8 scenario-based, gradient scored questions
- 70% required to pass
- Closed-book
- This course provides 3 credits towards the ITIL® Expert Qualification in IT Service Management.



## Target Audience

- Individuals who require an in depth understanding of the ITIL® Service Transition stage of the ITIL® Service Lifecycle and how it may be implemented to enhance the quality of IT Service provision within an organisation
- IT Professionals working within, or about to enter a Service Transition environment and requiring an understanding of the concepts, processes, functions and activities involved

## Scheduled Dates and Prices

See our latest public schedule for dates, venues and prices. Visit us at [www.ilxgroup.com](http://www.ilxgroup.com)

## Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **+44 (0)1270 611600** or email [training@ilxgroup.com](mailto:training@ilxgroup.com) for further assistance.

For further information contact:

UK: Tel +44 (0)1270 611600 email [training@ilxgroup.com](mailto:training@ilxgroup.com)  
Australia: Tel +61 (0)2 9006 1222 email [enquiries@ilxgroup.com.au](mailto:enquiries@ilxgroup.com.au)  
New Zealand: Tel +64 (0)9 363 9777 email [enquiries@ilxgroup.co.nz](mailto:enquiries@ilxgroup.co.nz)  
Netherlands: Tel +31 (0)70-3538227 email [nederland@ilxgroup.com](mailto:nederland@ilxgroup.com)

South Africa: Tel +27(0)11 486 9349 email [rsa@ilxgroup.com](mailto:rsa@ilxgroup.com)  
Scandinavia: Tel +45 33377288 email [danmark@ilxgroup.com](mailto:danmark@ilxgroup.com)  
USA: Tel +1 (586) 203 8263 email [sales.us@ilxgroup.com](mailto:sales.us@ilxgroup.com)  
UAE: Tel +971 4 313 2020 email [uae@ilxgroup.com](mailto:uae@ilxgroup.com)

[www.ilxgroup.com/itil](http://www.ilxgroup.com/itil)