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What is ITIL® Intermediate Training - Service Transition?

The ITIL® Service Transition training course is one of the ITIL Service Lifecycle modules, and will be useful to delegates that wish to concentrate on the use of process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

ITIL® Intermediate Course Service Transition Exam

The Service Transition exam is a 90 minute closed book exam consisting of eight multiple choice, scenario based questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which achieves no marks.

Prerequisites

Before attending this training course you must hold a valid ITIL Foundation Certificate.

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Course Objectives

Upon completion of this ITIL® Service Transition training course you will have knowledge of:

- The importance of Service Management as a Practice concept and Service Transition principals, purpose and objectives
- How all processes in ITIL Service Transition interact with other Service Life Cycle Processes
- What the sub-processes, activities, methods and functions used in each of the ITIL Service Transition processes are
- The roles and responsibilities within ITIL Service Transition and the activities and functions to achieve operational excellence
- How to measure ITIL Service Transition
- An understanding of technology and implementation considerations surrounding ITIL Service Transition challenges, critical Success factors and risks associated to ITIL

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Service Transition

Modules:

- Introduction to Service Transition
- Service Transition Principles
- Service Transition Processes
- Service Transition related activities
- Organizing for Service Transition
- Consideration of Technology
- Implementation and improvement of Service Transition

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