



Course 4578: ITIL® Service Transition

About this course

This 3-day (21 contact hour) course provides learners with the knowledge of management level concepts and core information of the activities and techniques within service Transition. To achieve the ITIL® Service Transition certificate in IT service management you must complete all units and successfully pass the corresponding examination.

Certification Examination Type and Duration

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 Certificate in IT Service Management. 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 and Transition as documented in the ITIL Service Transition publication. Upon completion of the course, candidates may sit the optional ITIL® Service Transition examination leading to the ITIL® Service Transition Certificate in IT Service Management. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a multiple choice format that consists of eight (8) questions.

Audience

This course is intended for individuals who require a detailed understanding of the ITIL® Service Transition phase of the ITIL® Core Lifecycle and how it may be implemented to enhance the quality of IT service provisioning within their organization, as well as IT professionals working within or about to enter a Service Transition environment and requiring an understanding of the concepts, processes, functions and activities involved.

This course is also intended for individuals seeking the ITIL® Expert in IT Service Management qualification, or the ITIL® Expert in IT Service Management qualification.

Prerequisites

In order to take the ITIL® Service Transition course, candidates must:

- Have passed the ITIL® Foundation certification exam
- In order to take the ITIL® Service Transition exam, candidates must complete the ITIL® Service Transition course and present a Certificate of Completion
- A basic IT literacy and around 2 years IT experience are highly desirable
- It is also recommended that candidates should complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Transition publication in preparation for the examination, paying particular attention to the Service Transition-specific terminology cited in the syllabus and defined in the Official ITIL Acronyms and the Official ITIL Glossary, noting new terms and questions to raise in class.

Duration

3 days (21 hours).

Learning Objectives

After completing this course, learners will be able to gain knowledge and understanding of:

- Introduction to service transition
- Service transition principles
- Service transition processes
- Managing people through service transitions
- Organizing for service transition
- Technology considerations
- Implementing and improving service transition
- Challenges, critical success factors and risks

Course Outline

Module 1: Introduction to Service Transition

Module 2: Service Transition Principles

Module 3: Service Transition Processes

Module 4: Managing People Through Service Transitions

Module 5: Organizing for Service Transition

Module 6: Service Transition Technology Considerations

Module 7: Implementation and Improvement of Service Transition

Module 8: Challenges, critical success factors and risks

Module 9: Summary, Exam Preparation, and Directed Studies

For more information or to place an order, visit pultorak.com or contact us at [\(206\) 729-1107](tel:2067291107) or info@pultorak.com.