

Hands-on course , 3  
day(s)  
Ref : TDS

### Pre-requisites

Candidates must hold ITIL® V3 Foundation Certificate (or ITIL® V3 Foundation Bridge certificate) or the ITIL Expert Certification in IT Service Management.

### Next sessions

# ITIL® Lifecycle Service Transition

## OBJECTIVES

*This course covers the practices described in the publication "Service Transition" of "ITIL ® - Service Lifecycle Management." : principles of Service Transition phase, the activities related to communication, respect to commitment and organizational change, coordination of activities related to technology, the critical success factors and risks...*

### [1\) Introduction to service transition](#)

### [2\) Service transition processes](#)

### [3\) Managing people through service transitions](#)

### [4\) Organizing for service transition](#)

### [5\) Implementation and improving service transition](#)

### [6\) Technology considerations](#)

## 1) Introduction to service transition

- The Service Transition as a practice.
- Service, value and composition of a service.
- Function, process and role.
- Mission, purpose and objectives of Service Transition.
- The scope of service transition and ways that service transition adds value to the business.
- The inputs to and outputs from service transition as it interfaces with the other service lifecycle phases.

## 2) Service transition processes

- Transition planning and support.
- Change Management.
- Asset and Configuration Management.
- Release and Deployment Management.
- Service Validation and Testing Management.
- Change evaluation.
- Knowledge Management.

## 3) Managing people through service transitions

- Managing communications and commitment.
- Managing communications, commitment, organizational change and stakeholder change. It covers the aspects of organizational roles and responsibilities, along with how to plan and implement organizational change. Methods, practices and techniques relating to assessing organizational readiness for, and monitoring progress of, organizational change is also covered.
- Stakeholder Management.

## 4) Organizing for service transition

- Role of technical and application management function in service transition.
- Organizational context for transitioning a service.
- The relationship of service transition to other lifecycle phases.

## 5) Implementation and improving service transition

- Introductory of Service Transition in an organization: rationale, design, cultural change management, risk and valuation of benefits.
- Measurement through analysing critical success factors.
- Challenges, prerequisites for success and risks that affect the viability of new services or changed services.
- Challenges facing service transition and external factors that affect the approach to service transition.

## 6) Technology considerations

- Technology requirements for service transition that support service transition as a whole and that support service transition's integration into the whole lifecycle, including knowledge management tools, collaboration and configuration management system.