



ITIL® 2011 Intermediate Certificate: Service Transition (ST)

Interactive teaching.
Imaginative course presentation.
Impressive results.

What Will the Course Give Me?

SED-IT's 3-day Service Transition (ST) course provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within a Service Transition environment and require a deeper understanding of the underlying concepts, processes and activities involved and associated management responsibilities and how they may be used to enhance overall service quality and service provision.

What You Will Learn

The Service Transition course focuses on the managerial aspects of service transition, including related activities. This course has a number of study units and supporting exercises that reinforce the knowledge gained.

- **The Service Lifecycle and Service Management as a Practice:** Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate "service" and be able to explain the concept of Service Management as a practice
 - **Basic Service Transition Principles:** Understand the common principles and guidelines that will influence the performance of ST processes with a concentrated focus on managing the plan, build, test and implementation activities
 - **Service Design Processes:** Understand the managerial and supervisory aspects of the ST processes. Other areas of discussion include the roles and responsibilities, challenges, critical success factors and risks within each of the processes. The processes include:
 - Transition Planning and Support
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Service Validation and Testing
 - Change Evaluation
 - Knowledge Management
- Note: in-depth discussions around the daily activities of each process are found in the Release, Control & Validation (RCV) course*
- **Organizing Service Transition:** Understand the role and the responsibilities of each of the activities and their input to all lifecycle phases; managing people through the transition activities; improving the transition activities
 - **Explore Technology and Implementation Considerations:** Understand the role of technology to Service Transition and explore concepts that have great impact on ST process implementation

Why You Should Attend This Course

Within the Service Transition volume, the design is built, tested and deployed under strict change control to ensure the value proposition defined in the strategy and design activities is met. Risk management is a key element here even though it is not a defined process. Additionally, the concept of a service lifecycle is very much ingrained within Service Transition so not only will this phase be explored; the relationship to the other phases and the criticality of 'cross-communication' between the phases is detailed and emphasized.

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Who Should Attend?

The target audience for this course includes CIOs, CTOs, Managers, Supervisory Staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers and IT Security Managers.

Why SED-IT?

SED-IT only uses fully qualified and accredited instructors who also have in-depth practical experience in assisting organizations in their specific “adopt/adapt” initiatives in Service Management. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful Service Management project and environment. SED-IT is a globally accredited organization, via EXIN and PEOPLECERT to provide ITIL education. SED-IT is also fully accredited (as well as the subject matter expert behind its redevelopment) to deliver EXIN’s ISO/IEC 20000 educational program (Foundation, Specialist, Auditor, Expert and the Master courses).

Duration & Logistics

This course is a very full three (3) days with the exam as the only activity of Day 4. The exam is 90-minutes with eight (8) complex multiple choice questions which are scenario-based and gradient scored (total 40 marks). The exam is delivered online with printed scenarios and scores are immediately available upon submission of the exam. To pass, you must achieve 70% or greater (28/40 correct) to receive the certification. The course is held in Louisville, KY but we are more than happy to conduct closed courses on customer’s sites; call for details.

Successful completion of this course and exam provides 3 points of the necessary 15 ‘electives’ to achieve the ITIL Expert certification (2 points for Foundation and 5 points for Managing Across the Lifecycle (MALC) are mandatory).

Prerequisites

The candidate must hold (documentary evidence required) one of the following:

- ITIL Foundation Certificate (2007 or 2011 version)
- v2 ITIL Foundation Certificate and the v2-v3 Foundation Bridge Certificate

It is also strongly recommended that the candidate have 2-4 years of professional experience within Service Management as well as defined experience in at least one of the ST processes. Reading the ITIL Service Lifecycle core publications, specifically the *Service Transition* volume, prior to attending is beneficial (recommended 21 hours of personal study).

Student Materials, Responsibilities & Price

Each candidate will receive full color course materials - lecture notes, in-course exercises and answers, homework and practice exams. All materials are distributed on the first day of class.

To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 90 minutes of study per evening. Candidates are expected to fully participate in all course activities.

Course price: \$1,995 (includes the exam)

Next Steps

Speak with us at **502-456-4322**, send an email with your requirements to info@practical-itsm.com or visit the course page at www.practical-itsm.com/intermediate_st.