

# ITIL® Intermediate: Service Transition

1. Plan important activities and functions of ST processes
2. Execute activities in ST and Improve quality of service delivery
3. Support Service Transition
4. Manage processes and people during service transition
5. Evaluate ST processes with critical success factor and KPI's and
6. Prepare for ITIL® Service Transition Exam

## Training includes

1. Introduction to ST terms
2. Understanding principles and processes in service transition
3. Effective application of 7 Rs for change management
4. Understanding difference between data, information, knowledge and wisdom
5. Monitoring and assessing service transition activities
6. Exam preparation

## Important Course Information

1. ITIL® Foundation certificate is eligibility for taking this course.
2. Reading the material prior to course will be additional benefit to participants.
3. Approximately 1 hour of home study each evening
4. Course tuition includes the ITIL® Intermediate Qualification: Service Transition Certification Exam, as well as overview maps that illustrate the ITIL® lifecycle stages, serving to reinforce key concepts and functioning as valuable reference tools

## Who Should Attend?

This course is valuable for those who want to achieve the ITIL® Intermediate Qualification: Service Transition Certificate. The ITIL® Foundation Certificate is required to attend this course and to take the ITIL® Intermediate Service Transition exam on the final day.

## ITIL® - Related Courses

1. ITIL® Foundation
2. ITIL® Intermediate Lifecycle
  - ITIL® Intermediate: Service Strategy
  - ITIL® Intermediate: Service Design
  - ITIL® Intermediate: Service Transition
  - ITIL® Intermediate: Service Operation
  - ITIL® Intermediate: Continual Service Improvement
3. ITIL® Intermediate Lifecycle
  - ITIL® Intermediate: Operational Support and Analysis
  - ITIL® Intermediate: Release, Control and Validation
  - ITIL® Intermediate: Planning, Protection and Optimization
  - ITIL® Intermediate: Service Offerings and Agreements
4. ITIL® Managing Across the Lifecycle Qualification (ITIL® Expert)

## Training Hours

<b>Days 1 - 2 Course Hours:</b>	<b>Day 3 Course Hours - Last Day:</b>	<b>Free Course Exam*:</b>
9:00 a.m. - 5:30 p.m.	9:00 a.m. - 4:45 p.m.	3:15 p.m. - 4:45 p.m.
Two 15-minute breaks	Two 15-minute breaks	-
45-minute lunch	45-minute lunch	-