

## **ITSM/ITIL v3 Service Lifecycle: Transition Course Summary**

### **Description**

This course leads to a Certificate in ITIL v3 Service Lifecycle Management - Service Transition. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of the processes, functions and activities associated with the Service Transition domain of the ITIL Service Lifecycle.

### **Topics**

- Introduction to Service Transition
- Service Transition Principles
- Service Transition Processes
- Service Transition related activities
- Organization and technology for Service Transition
- Understanding Implementation approaches, Service Transition roles, Challenges, Critical success factors and risks.

### **Audience**

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of v3 practices within the Service Lifecycle context. Prime focus is the Lifecycle itself, the use of process and practice elements used within it and the management capabilities needed to deliver quality Service Management practices in an organization.

### **Prerequisites**

Students should have an ITIL v3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

### **Duration**

Three days