ITIL Service Lifecycle: Service Transition (Incl. Certification)

Duration: 3 Days      Course Code: ILLCST

Overview:

Nederlands:
Deze cursus zal ingaan op de algemene concepten, processen, strategieën en methoden die in verband staan met de Service Transition fase van de Service Lifecycle. U zult zich richten op de Service Transition doelen, principes, processen, activiteiten, functies, technologieen en implementatie overwegingen.

Engels:
The course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Service Transition and covers the management and control of the activities and techniques within the Service Transition stage of the lifecycle but not the detail of each of the supporting processes (which are covered in detail in the capability courses).

Additionally the course looks at the concept of Service Transition as a practice and at the interfaces between Service Transition and the other stages of the ITIL® Service Lifecycle.

The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

Target Audience:

Nederlands: IT-personeel op het gebied van activiteiten, management en techniek, dat meer informatie nodig heeft over ITIL® best practices. Iedereen die verantwoordelijk is voor het managen, implementeren of consulten van ITIL® processen binnen de, of in combinatie met, IT.

Engels: Individuals who require a deeper understanding of the Service Transition stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® Foundation Certificate or equivalent.

Objectives:

- Obtain knowledge on ITIL® concepts and terminology.
- Explain the roles and justify the need of Service Transition in the Service Lifecycle.
- Look at activities that may be implemented to enhance the quality of IT service management within an organisation and enables students to understand the concepts, processes, functions and activities involved in Service Transition.
- Prepares delegates for the ITIL® Lifecycle examination in Service Transition.

Prerequisites:

Delegates are required to hold the ITIL® Foundation Certificate

Testing and Certification

ITIL® Service Lifecycle: Service Transition
Follow-on-Courses:

Service Lifecycle Modules:

ITIL ® Service Lifecycle: Service Strategy (Incl. Certification)

ITIL ® Service Lifecycle: Service Design (Incl. Certification)

ITIL ® Service Lifecycle: Service Operation (Incl. Certification)

ITIL ® Service Lifecycle: Continual Service Improvement (Incl. Certification)

Service Capability Modules:

ITIL ® Capability: Operational Support and Analysis (Incl. Certification)

ITIL ® Capability: Planning, Protection and Optimization (Incl. Certification)

ITIL ® Capability: Release, Control and Validation (Incl. Certification) (this course has quite some overlap with the ILLCST)

ITIL ® Capability: Service Offerings and Agreements (Incl. Certification)

Managing across the lifecycle, the last course in the qualification scheme:

ITIL ® Managing Across the Lifecycle (Incl. Certification)

People involved in IT Service Management need good communication skills and should have customer focus. The following workshops equip customer service professionals with models, concepts, tools and skills to enhance the success of internal and external customer interactions to achieve higher levels of customer service, satisfaction and loyalty:

http://www.globalknowledge.be/courses/leadership_and_business_skills/leadership_and_business_skills/gcce100.html

http://www.globalknowledge.be/courses/leadership_and_business_skills/leadership_and_business_skills/gsee100.html

Business Simulation:

The Apollo 13 business Simulation can be used to support many ITSM learning initiatives, or a part of an organizational improvement initiative. Helping break down silos, improve team working and collaboration, learning to apply ITIL ® theory. Click the following link for more information:

http://www.globalknowledge.be/courses/itil_and_service_management/leadership_and_business_skills/apollo.html
Content:

The main principles and objectives of Service Transition

- Challenges, Critical Success Factors and Risks
- Organisational issues concerned with Transition
- Technology considerations related to Service Transition
- The activities commonly performed in the Service Transition arena
- Assessing Critical Success Factors and Managing Risk in Service Transition

The course also covers the managerial and supervisory aspects of the ITIL® processes covered in the Service Transition stage:

- Service Asset and Configuration Management
- Change Management
- Release and Deployment Management
- Service Validation and Testing
- Evaluation

Knowledge Management

Further Information:

For More information, or to book your course, please call us on 0800/84.009
info@globalknowledge.be
www.globalknowledge.com/en-be/