

ITIL v3 - Service Transition Lifecycle

Course Introduction

5m

Course Introduction

Service Transition Lifecycle - Part 01

47m

Introduction

Agenda - Overview

Courseware Usage

Courseware Conventions

ITIL Lifecycle Exam

ITIL Qualification Scheme

Getting Started

Free Stuff

Introduction - Review

Service Transition

The Service Lifecycle

IT Service Management

Service

Framing Service Value

Function - Process - Role

Managing Through the Lifecycle

The Service Transition Model

Service Transition - Purpose, Goals & Objectives

Service Transition - Scope

Service Transition - Value to the Business

Concepts

Principles

Service Transition Governance

Service Transition Management

Service Transition Quality

The Service "V" Model

Challenges

Critical Success Factors

Risks

Service Transition - Review

Part 01 - Checkpoint

Service Transition Lifecycle - Part 02

3h 52m

Service Transition Processes

Service Transition - Processes

Service Transition Processes - Review

Planning & Support

Introduction

Objective

Scope

Value to the Business

Concepts

Activities

Develop Transition Strategy

Prepare for Service Transition

Plan & Coordinate Transition

Advise Transition Teams

Support Transition Administration
Monitor Transition Progress
Relationships
Information
Metrics & Measures
Challenges
Summary
Planning & Support - Review
Change Management
Introduction
Objective
Scope
Value to the Business
Concepts
Change Flow
Change Management - Activities
Change - Create & Record
Change - Asses & Evaluate
Change Management - The 7 Rs
Change - The Change Advisory Board (CAB)
Change - Authorize Change
Change - Coordinate Change
Change - Review & Close
Relationships
Information
Metrics & Measures
Challenges
Summary
Change Management - Review
Service Asset & Configuration Management
Introduction
Objective
Scope
Value to the Business
Concepts
Configuration Management System
Definitive Media Library
Activities
Configuration Activity Model
Management & Planning
Configuration Identification
Configuration Control
Status Accounting & Reporting
Verification & Audit
Relationships
Information
Metrics & Measures
Challenges
Summary
Service Asset & Configuration Management - Review
Release & Deployment Management
Introduction
Objective
Scope
Value to the Business
Concepts

Release Package
Activities
Planning
The Service "V" Model
Prepare Build, Test & Deployment
Build & Test
Definitive Media Library
Test & Pilot Service
Service Testing
Plan & Prepare for Deployment
Transfer, Deploy & Retire
Verify Deployment
Early Life Support
Review & Close Deployment
Review & Close Service Transition
Relationships
Information
Metrics & Measures
Challenges
Summary
Release & Deployment Management - Review
Service Validation & Testing
Introduction
Objective
Scope
Value to the Business
Concepts
Validation & Testing Process
Activities
Validation & Test Management
Plan & Design Test
Verify Test Plan & Acceptance
Prepare Test Environment
Perform Test
Evaluate Exit Criteria & Report
Clean Up & Close
Relationships
Information
Metrics & Measures
Challenges
Summary
Service Validation & Testing - Review
Evaluation
Introduction
Objective
Scope
Value to the Business
Concepts
Evaluation Point Scope
Activities
Service Evaluation Terms
Evaluation Process
Evaluation Plan
Understanding Intended Effects of Change
Understanding Unintended Effects of Change
Consider Factors Affecting Change

Evaluate Predicted Performance
Evaluate Actual Performance
Manage Risk
Evaluation Report
Relationships
Information
Metrics & Measures
Challenges
Summary
Evaluation - Review
Knowledge Management
Introduction
Objective
Scope
Value to the Business
Concepts
DIKW Structure
SKMS Relationships
Activities
Knowledge Management Strategy
Knowledge Transfer
Data & Information Transfer
Service Knowledge Management System (SKMS)
Utilization of SKMS
Relationships
Information
Metrics & Measures
Challenges
Summary
Knowledge Management - Review
Part 02 - Checkpoint

Service Transition Lifecycle - Part 03

36m

Common Activities
Managing Communication & Commitment
Service Transition Communication
Communication Planning
Communication Strategy
Communication Methods
Motivation & Communication
Managing Organization & Stakeholder Change
Management of Change
Strategy & Design Change
Methods, Practices & Techniques
Tips for Managing Change
Organizational Transformation
Organizational Change Strategies
Overcoming Resistance to Change
Stakeholder Management
Stakeholder Management Strategy
Stakeholder Maps & Analysis
Changes in Stakeholder Commitment
Common Activities - Review
Part 03 - Checkpoint

Service Transition Lifecycle - Part 04

55m

Organizing Service Transition
Introduction
Organization Context
Service Transition Roles
Generic Roles
Service Transition Manager
Planning & Support
SACM & Change Management Roles
Performance & Risk Evaluation Management
Service Knowledge Management
Service Test Manager
Release & Deployment Roles
Release & Deployment Manager
Release Packaging & Build
Deployment
Early Life Support
Build & Test Environment Management
Relationships
Organizing Service Transition - Review
Technology Considerations
Tools
Knowledge Management Tools
Collabration
Communities
Workflow Management
Configuration Management System
Technology Considerations - Review
Implementing Service Transition
Implementing Stages
Justifying Service Transition
Designing Service Transition
Introducing Service Transition
Cultural Change Aspects
Risk & Value
Implementing Service Transition - Review
Course Closure
Part 04 - Checkpoint

Total Duration: 6h 15m