

ITIL: Service Transition

Course Introduction

3m

Course Introduction

Chapter 01 - Course Introduction

13m

Lesson: Course Organization

Welcome to the Course!

Mentoring Community Introductions

Why Are You Here?

Using Bloom's Taxonomy

What Do You Expect?

Housekeeping Online

Lesson: Course Conventions & Agenda

Conventions Used

Quizzes & Exercises

ITIL Qualification Scheme

ITIL Lifecycle Exam

Getting Started with an Online Class

Chapter 01 Review

Chapter 02 - Service Transition

33m

Lesson: Introduction to Service Transition

The Service Lifecycle

Managing Across the Lifecycle

The Service Transition Model

Purpose, Goals & Objectives of Service Transition

Scope of Service Transition

Value of Service Transition

Lesson: Principles of Service Transition

Principles of Service Transition

Service Transition Governance

Service Transition Management

Service Transition Quality

The Service "V" Model

Optimizing Service Transition Performance

Lesson: Service Transition Summary

Service Transition Summary

Checkpoint

Chapter 02 Review

Chapter 03 - Service Transition Processes

3h 56m

Lesson: Planning & Support

Introduction

Purpose, Goals & Objectives

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
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Change Management

Introduction to Change Management
Purpose, Goals & Objectives of Change Management
Scope of Change Management
Value of Change Management
Concepts of Change Management
Activities of Change Management
The Change Advisory Board (CAB)
Change Types
Change Model
Change Proposal
Change Process Flow
Create & Review Request for Change
Assess & Evaluate Request for Change
Authorize Change
Change Authorization Model
Coordinate Change
Review & Close Change
Standard Change
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Change Management Summary

Lesson: Service Asset & Configuration Management

Introduction
Purpose, Goals & Objectives
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
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Release & Deployment Management

Introduction
Purpose, Goals & Objectives
Scope

Value to the Business
Concepts
Release Package
Activities
Planning
Prepare Build, Test & Deployment
Build & Test
Test & Pilot Service
Plan & Prepare for Deployment
Transfer, Deploy & Retire
Verify Deployment
Early Life Support
Review & Close Deployment
Review & Close Service Transition
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Service Validation & Testing

Introduction
Purpose, Goals & Objectives
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
Triggers, Inputs & Output
Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Change Evaluation

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Evaluation Point Scope
Activities
Service Evaluation Terms
Change Evaluation Process
Evaluation Plan
Understand Intended Effects of Change
Understand Unintended Effects of Change
Consider Factors Affecting Change
Evaluate Predicted Performance
Evaluate Actual Performance
Manage Risk

Evaluation Report
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary
Lesson: Knowledge Management
Introduction
Purpose, Goals & Objectives
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
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary
Checkpoint
Chapter 03 Review

Chapter 04 - Common Service Transition Activities

37m

Lesson: 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 of Change
Methods, Practices & Techniques
Tips for Managing Change
Organizational Transformation
Organizational Change Strategies
Overcoming Resistance to Change
Stakeholder Management
Stakeholder Management Strategy
Stakeholder Map & Analysis
Changes in Stakeholder Commitment
Lesson: Common Activities Summary
Common Activities Summary
Checkpoint
Chapter 04 Review

Chapter 05 - Structure, Technology & Implementation

1h 2m

Lesson: Organizing Service Transition

Introduction
Organizational Context
Service Transition Roles
Service Owner
Process Owner
Process Manager
Process Practitioner
Service Transition Manager
Planning & Support
Change Management Roles
Change Authority & CAB Roles
SACM Roles
Release & Deployment Roles
Release Packaging & Build
Deployment
Early Life Support
Build & Test Environment Management
Service Validation & Testing Roles
Change Evaluation Roles
Knowledge Management Roles
Relationships

Lesson: Technology Considerations

Tools
Knowledge Management Tools
Collaboration
Communities
Workflow Management
Configuration Management System

Lesson: Implementing Service Transition

Integrated Approach to Service Transition
Implementation Stages
Justifying Service Transition
Designing Service Transition
Introducing Service Transition
Cultural Change Aspects
Critical Success Factors
Challenges
Risks

Lesson: Structure, Technology & Implementation Summary

Structure, Technology & Implementation Summary
Checkpoint
Chapter 05 Review
Course Closure

Total Duration: 6hrs 23m