



ITIL Intermediate ST

Description

The ITIL Intermediate Certificate in service transition forms part of a lifecycle series of intermediate certification modules, which can be taken as stand-alone qualifications or with a view to amassing sufficient credits to gain the ITIL service management expert qualification. It will give candidates a deep level of understanding of service transition processes and roles.

Syllabus

- understanding the importance of service management as a practice
- Lead discussions on service transition
- Understand service transition principles and processes.
- Carry out common service transition activities
- Organise service transition effectively
- Recognise service transition functions and technology-related activities
- Understand how to implement service transitions
- Understand and analyse challenges, critical success factors and risks related to service transition.

Learning Outcomes

On completion of this course, participants with a foundation-level knowledge of IT Service Management will be able to apply good practice in processes pertaining to the Service Transition lifecycle phase.

Participants and Requirements

Individuals who may find this course of interest include IT professionals working within or about to enter a Service transition environment and requiring a detailed understanding of the processes, functions and activities involved, as well as those who are seeking the ITIL Expert qualifications in IT Service Management.

Certificate

ITIL Intermediate Certificate in Service Transition

Course Duration

3 days