

ITIL SERVICE LIFECYCLE: SERVICE TRANSITION

3 Days Classroom

3 Days Live Online

Individual: \$2,695.00

Group: \$2,495.00

GSA: \$2,290.00

REGISTER HERE:

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COURSE OVERVIEW

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the Service Transition phase of the Service Lifecycle. You'll focus on Service Transition purpose, principles, processes, activities, functions, technology, and implementation considerations. Using an engaging case study-based approach, you'll learn the core disciplines of ITIL and you'll prepare to successfully complete the associated exam. The exam will be offered on the last day of the course.

YOU WILL LEARN

- Importance of Service Management as a practice concept and Service Transition principals, purpose, and objectives
- How all processes in ITIL Service Transition interact with other Service Lifecycle Processes
- Sub-processes, activities, methods, and functions used in each of the ITIL Service Transition processes
- Roles and responsibilities within ITIL Service Transition and the activities and functions to achieve operational excellence
- How to measure ITIL Service Transition
- Technology and implementation considerations surrounding ITIL Service Transition
- Challenges, critical success factors, and risks associated with ITIL Service Transition

COURSE OUTLINE

Part 1: Introduction and Service Transition as a practice

Part 2: Service Transition Principles

Part 3: Service Transition Processes

Part 4: Service Transition Related Activities

Part 5: Organizing Service Transition

Part 6: Technology Considerations

Part 7: Implementation Considerations

Part 8: Exam Preparation/Mock Exam

Part 9: Exam

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