



ITIL® combined Service Transition and Service Operation course

Duration: 5 days (including exam)

Course objectives and content

This course will enable participants to:

- Understand the importance of Service Transition and Service Operation in the overall context of Service Management
- Understand Service Transition and Service Operation Principles and Processes
- Manage people through Service Transitions
- Perform common Service Operation activities
- Organise Service Transition and Service Operation effectively
- Recognise Service Transition and Service Operation technology-related activities
- Understand how to implement and improve Service Transition and Service Operation
- Understand and analyse challenges, Critical Success Factors and risks related to Service Transition and Service Operation

The ITIL® Intermediate Certificates in Service Transition and Service Operation form part of the Lifecycle series of 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.

In order to maximise the use of your valuable time, we have combined two of the ITIL® Intermediate modules into one intensive combined course that will give candidates a deep level of understanding of the management and control of Service Transition and Service Operation and the interfaces between them and the other stages of the Service Lifecycle.

This course is intended to enable delegates with a Foundation-level knowledge of IT Service Management to apply good practice in processes pertaining to the Service Transition and Service Operation lifecycle phases.

The course is intensive and interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussion. On completion of the course and the required personal study, delegates will be able to sit the ITIL® Intermediate examinations in Service Transition and Service Operation, both worth 3 credits.

Course Content

1. Introduction to Service Transition
 - Purpose, Goals, Objectives and Scope
 - Business Value
 - Interfaces with Other Lifecycle Phases
 - Service Operation Fundamentals
2. Service Transition Principles
 - Key Policies
 - Optimising Service Transition
 - Metrics
 - Inputs and Outputs
3. Service Operation Principles
 - Achieving Balance
 - Providing Good Service
 - Core Guidance References
 - Operational Health
 - Communication
 - Documentation
 - Service Operation Inputs and Outputs
4. Service Transition Processes
 - Transition Planning and Support
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Service Validation and Testing
 - Change Evaluation
 - Knowledge Management
5. Service Operation Processes
 - Event Management
 - Incident Management
 - Problem Management
 - Access Management
 - Request Fulfilment
6. Managing People through Service Transitions
 - Managing Communications and Commitment
 - Managing Organisational and Stakeholder Change
 - Stakeholder Management
7. Common Service Operation Activities
 - Monitoring and Control
 - IT Operations
 - Server and Mainframe Management and Support
 - Network Management
 - Storage and Archive
 - Database Administration
 - Directory Services Management
 - Desktop and Mobile Device Support
 - Middleware Management
 - Internet/web Management
 - Facilities and Data Centre Management
 - Operational Activities across the Lifecycle
 - Improvement of Operational Activities
 - Organising Service Transition
 - Organisational Context and Development
 - Organisational Structures
 - Functions
 - Service Desk
 - IT Operations Management
 - Technical Management
 - Application Management
 - Roles and Responsibilities
 - Relationship with Other Lifecycle Phases
8. Technology Considerations
9. Implementation and Improvement of Service Transition and Service Operation
10. Challenges, CSFs and Risks



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Target Participants

This course is aimed at individuals who have attained the ITIL® Foundation certificate in Service Management (either v3 Foundation or v1/v2 Foundation plus Bridge) and who wish to advance to higher level ITIL® certifications.

It will give delegates a detailed understanding of the ITIL® Service Transition and Service Operation phases of the ITIL® core Lifecycle and how they may be implemented to enhance the quality of IT service provision within an organisation.

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

Before Attending this Workshop

Our examination provider, ISEB, requires that you scan and email to us your ITIL® Foundation certificate. It is imperative that you do so, as you will not be eligible to take the exam at the end of the course if you do not produce your certificate.

Pre-Work

Delegates are required to undertake preliminary study. This is available electronically.

In order to adequately prepare for this course, we recommend that you review your ITIL® Foundation course materials and test yourself on the sample questions to ensure that you are still familiar with the ITIL® terms and concepts. Please follow the pre-course link above to access the Course Syllabus and a Glossary of ITIL® terminology. You should also familiarise yourself with 'The extracts from the ITIL® Core Volume(s) (also accessible via the link above). Please note you will receive a hard copy of these materials on your course.

From our experience, delegates who complete all of the pre-course reading are statistically more likely to be successful in the examination and are able to interact more effectively with the course trainer. We recommend you spend approximately 40 hours completing this.

Further self-study is also expected during the evenings of each day of the course.

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Please remember to bring your pre-course workbook and manuals with you to the course

Course Cost - £1299.00

Further details

For further information (including dates and various UK locations) and how to register please call **01895 256 484** or email info@unicom.co.uk.