

Training Program

**ITIL® 2011 INTERMEDIATE
SERVICE TRANSITION**



Introduction

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. This course utilizes lecture, exercises, and scenario-based on real-life situation to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.

Duration

4 – days workshop

Prerequisite for International certificate

Program Objectives

Learning Objective

What You'll 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

Target Audience

Who Needs to Attend

- ❖ IT operations, technical, or IT management personnel requiring more information about ITIL best practices
- ❖ Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Training Content

Module 1: Introduction to operational support and analysis

- ❖ Service management as a practice
- ❖ The service value proposition
- ❖ The lifecycle within the OSA context
- ❖ Optimizing operational service performance
- ❖ The role of OSA processes in the lifecycle
- ❖ How OSA supports the service lifecycle

Module 4 : Request fulfillment

- ❖ Scope of the processes
- ❖ The policies, principles and the request model concept
- ❖ Dealing with service requests from users
- ❖ How KPIs can verify effectiveness and efficiency of the request fulfillment process

Module 2: Event management

- ❖ The purpose, goal and objectives of event management
- ❖ Triggers, inputs, outputs and the process interfaces
- ❖ Using critical success factors to check effectiveness
- ❖ Employing active and passive monitoring tools

Module 5 : Problem management

- ❖ The objectives of the problem management process
- ❖ Managing the lifecycle of problems
- ❖ Value to the business and the service lifecycle
- ❖ Identifying triggers, input and output to other processes
- ❖ Analyzing critical success factors to check efficiency

Module 3 : Incident management

- ❖ Managing the incident lifecycle
- ❖ Identifying process activities, methods and techniques and how they relate to the service lifecycle
- ❖ Interaction with design services
- ❖ Incident management involvement

Module 6: Access management

- ❖ Policies, principles and basic concepts
- ❖ Managing authorized user access
- ❖ Distinguishing access management and information management
- ❖ Executing security and availability management policies
- ❖ Challenges and critical success factors
- ❖ Verifying effectiveness and efficiency

Module 7: The service desk

- ❖ Establishing the service desk objectives
- ❖ Organizational structures and staffing options
- ❖ Providing a single point of contact
- ❖ Measuring effectiveness and efficiency
- ❖ Impact of service desk on customer perception
- ❖ Reasons and options for outsourcing the service desk

Module 9: Technology considerations

- ❖ Generic technology requirements
- ❖ Evaluation criteria for technology and tooling for process implementation
- ❖ Planning and implementing service management technologies
- ❖ Assessing and managing the project, risk and staffing for process implementation
- ❖ Identifying the critical success factors and risks related to implementing practices and processes

Module 8: Service Operation Functions and Roles

- ❖ Functions of technical management, IT operations management and application management
- ❖ How the functions contribute to OSA
- ❖ Identifying the roles of each function
- ❖ Distinguishing the objectives of each function
- ❖ Analyzing the function's activities

Module 10: Implementation Considerations

- ❖ Managing change in service operation
- ❖ Examining implementation aspects of service operation and project management
- ❖ Assessing and managing risk in service operation
- ❖ Operational staff considerations in service design and transition
- ❖ How to plan and implement service management technologies

Key Features

- 32 hours of high quality learning
- Course completion exams
- Quizzes in the end of each chapter
- Apply the knowledge and technique to handle the role
- 4 Real life exercises and case study
- Invited to our professional community
- Learn from experience and passionate trainers
- Certificate of Completion
- Quick reference card, toolkits

