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ITIL

ITIL® Lifecycle - Service Transition (ST) Certification Training

The training suits professionals seeking a specialist certification in the ITIL® Service Transition practice area.

Course Overview

Our 3-day instructor-led ITIL Service Transition (ST) training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is targeted toward IT professionals in the Service Management field. It covers:

- Service Transition principles & activities
- How to manage & organize for Service Transition
- The control & coordination of Service Transition technology related activities
- Analysis, justification & selection of the implementation approaches, challenges, critical success factors & risks

This course will prepare you for the ITIL® ST Qualification exam.

Introducing Service Transition

- Purpose, Goals and Objectives of Service Transition
- Scope of Service Transition
- Business Value
- The context of service transition in the ITIL service lifecycle

The Service Transition Principles

- The key policies & best practice principles
- Optimizing Service Transition performance
- Service Transition inputs and output



The Service Transition Processes

- Introduction
- Transition Planning and Support
 - Purpose and objectives, Scope, Value to business
 - Policies, principles and basic concepts
 - Process activities, methods and techniques
 - Triggers, inputs, outputs and interfaces
 - Critical success factors and key performance indicators
 - Challenges and risks
- Change Management
 - Purpose and objectives, Scope, Value to business
 - Policies, principles and basic concepts
 - Process activities, methods and techniques
 - Triggers, inputs, outputs and interfaces
 - Critical success factors and key performance indicators
 - Challenges and risks
- Service Assets & Configuration Management
 - Purpose and objectives, Scope, Value to business
 - Policies, principles and basic concepts
 - Process activities, methods and techniques
 - Triggers, inputs, outputs and interfaces
 - Critical success factors and key performance indicators
 - Challenges and risks
- Release and Deployment Management
 - Purpose and objectives, Scope, Value to business
 - Policies, principles and basic concepts
 - Process activities, methods and techniques
 - Triggers, inputs, outputs and interfaces
 - Critical success factors and key performance indicators
 - Challenges and risks
- Service Validation and Testing
 - Purpose and objectives, Scope, Value to business
 - Policies, principles and basic concepts
 - Process activities, methods and techniques
 - Triggers, inputs, outputs and interfaces
 - Critical success factors and key performance indicators
 - Challenges and risks
- Change Evaluation
 - Purpose and objectives, Scope, Value to business
 - Policies, principles and basic concepts
 - Process activities, methods and techniques
 - Triggers, inputs, outputs and interfaces



- Critical success factors and key performance indicators
- Challenges and risks
- Knowledge Management
 - Purpose and objectives, Scope, Value to business
 - Policies, principles and basic concepts
 - Process activities, methods and techniques
 - Triggers, inputs, outputs and interfaces
 - Critical success factors and key performance indicators
 - Challenges and risks

Managing People through Service Transitions

- Managing communications and commitment
- Managing organizational and stakeholder change
- Stakeholder Management

Organizing the Service Transition

- Organizational development
- Role of technical & application management function in service transition
- Organizational context for transitioning a service
- Service transition roles and responsibilities
- The relationship of service transition to other lifecycle phases

Technology Considerations

- Knowledge management tools
- Collaboration
 - Communities
 - Workflow management
- Configuration Management System

Implementing and Improving Service Transition

- Key activities in the introduction of service transition
- An integrated approach to service transition processes
- Implementing service transition in a virtual or cloud environment

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Exam Information

You can use the ITIL Intermediate voucher for any ITIL Lifecycle or Capability exam.

Details:

- Number of Questions: 8
- Passing Score: 70%
- Duration: 90 minutes
- Format: multiple choice, scenario-based and gradient scored
- Students must present an ITIL Foundation V2 or V3 certificate plus Bridge Certificate before taking the exam.

Phoenix TS is an authorized testing center for Pearson VUE & Prometric exams. Register for the exam by visiting the Pearson VUE and Prometric websites or call us at **(240) 667-7757**.

ITIL ST Certification Training FAQs

Who should attend this training?

Managers, Executives, Team Leaders and Supervisory Staff,
Architects and Planners

What are the prerequisites for this training?

You should have the ITIL® Foundation Qualification and at least two years of work experience in the IT Service Management field before taking this course.

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Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **ITIL® Lifecycle - Service Transition (ST) Certification Training**

- 3 days instructor-led training
- ITIL® Lifecycle - Service Transition (ST) Certification Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*