

ITIL® INTERMEDIATE SERVICE TRANSITION 2011 EDITION

Duration: 4 Days

Overview:

The ITIL® v3 Service Transition course is part of the ITIL® v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® v3 Service Transition Intermediate exam.

Who Should Attend:

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL® Service Transition phase of the ITIL® core Lifecycle and the affected processes, functions and activities and their application.

Prerequisite(s) or Equivalent Knowledge:

An ITIL v3 Foundation certificate and preferably two years work experience in an IT Service Management environment.

COURSE OUTLINE:

Lesson 1: COURSE INTRODUCTION

Lesson 2: PRINCIPLES

Lesson 3: PROCESSES

Lesson 4: ACTIVITIES

Lesson 5: ORGANIZATION

Lesson 6: TECHNOLOGY CONSIDERATIONS



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Lesson 7: IMPLEMENTATION AND IMPROVEMENT

Lesson 8: CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS

Lesson 9: EXAM PREPARATION