# ITIL® INTERMEDIATE LIFECYCLE:
# Service Transition

Service Transition focuses on delivering new or modified services from the test environment to the live production environment in a relevant and cost-effective manner without causing interruptions or disruptions to other services or processes.

## Who is ST for?

The ITIL ® ST course is designed for all those who have some responsibility for the Transition, delivery, support or operation of IT services and who would benefit by obtaining a good general understanding of IT Service Delivery best practices. It includes IT operations, technical, or IT management personnel requiring more information about ITIL best practices.

# Benefits

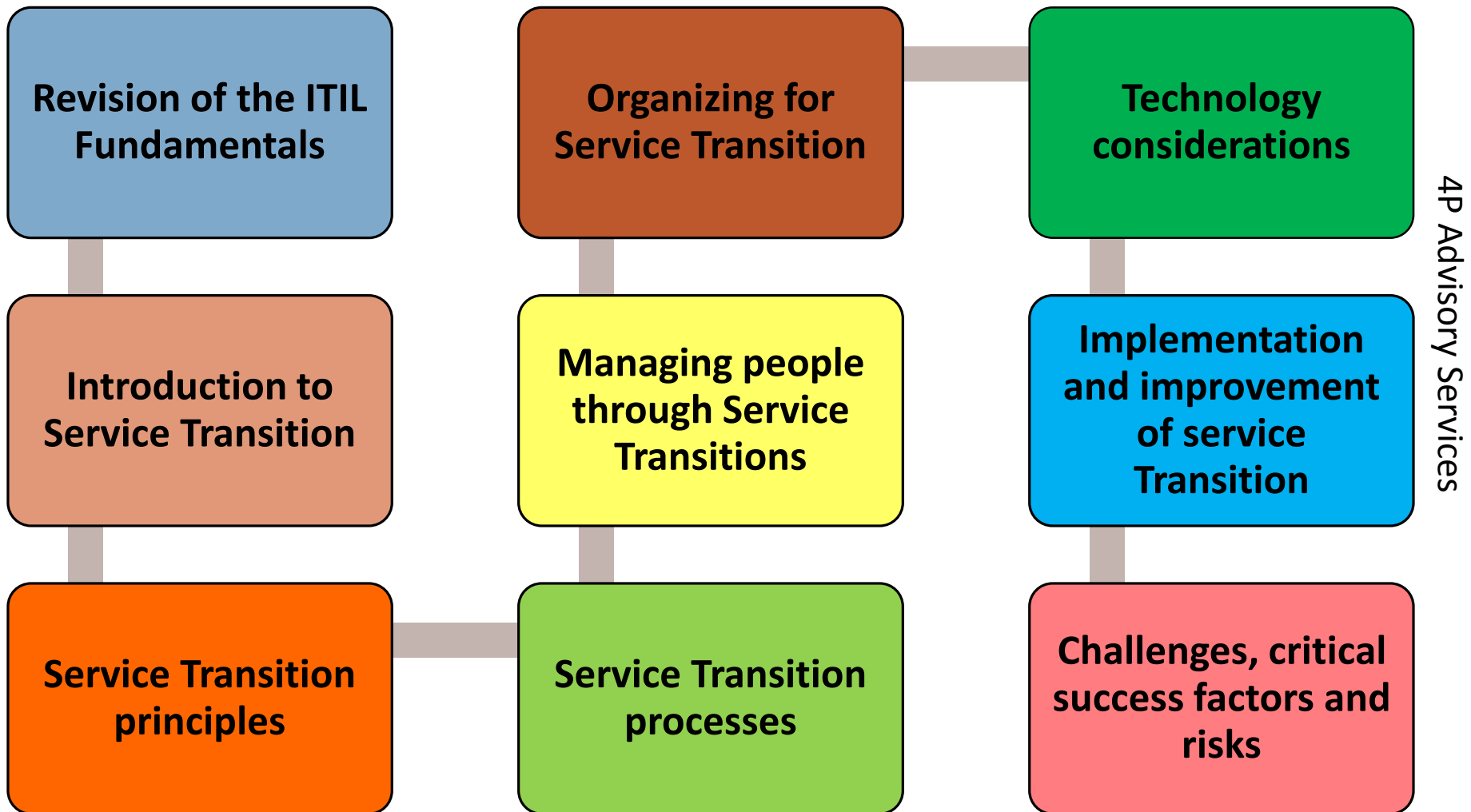- Estimating the costs, timing, resources, and risks associated with a service

- Improved confidence that the new or changed service will meet needs and expectations without affecting other services or stakeholders

- Diminishing delays and downtimes due to services and Changes being analyzed in a test environment

- Deploying Changes more successfully

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# Course Outline

**Revision of the ITIL Fundamentals**

**Organizing for Service Transition**

**Technology considerations**

**Introduction to Service Transition**

**Managing people through Service Transitions**

**Implementation and improvement of service Transition**

**Service Transition principles**

**Service Transition processes**

**Challenges, critical success factors and risks**

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## Prerequisites for the EXAM

- ITIL Foundation Certificate in IT Service Management
- Earlier ITIL (V2) Foundation plus Foundation Bridge
- ITIL Expert in IT Service Management
- Completion of an Accredited course from an ITIL Accredited Training Provider

## Exam Details

- Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks
- Closed Book
- Pass Mark : 70% (28 out of 40)
- Exam duration : 90 minutes

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WHY 4P?

- A Leading Training & Consulting Organization
- Accredited by various principals
- World-wide presence and delivery models
- Unique, but proven, knowledge transfer and validation techniques
- Result oriented

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