



Overview

The ITIL Service Transition Certificate Course is one of five lifecycle courses that fit into the intermediate stream for ITIL certification. It is a free-standing qualification but it is also a module contributing to the ITIL Expert in IT Service Management Certificate

This certification is aimed at people involved with the management and control of Service Transition and, as such, does not cover process details in great depth. (For that level of information see the ITIL Expert Qualification: Release, Control and Validation Certificate)

The Service Transition Course provides information to enable delegates to gain competencies in:

- Introduction to Service Transition
- Service Transition Principles
- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Evaluation Knowledge Management
- Managing Communications and Commitment
- Managing Organizational and Stakeholder Change
- Stakeholder Management
- Organising for Service Transition
- Consideration of Technology
- Implementation and improvement of Service Transition

Please be aware, this course also provides 21 Hours of Contact Education/Professional Development Units towards **PMI PMP** certification/re-certification

The program is targeted at:

- Individuals who have attained the ITIL Foundation certificate in Service Management, and who wish to advance to higher level ITIL certifications including ITIL Expert and ITIL Master
- Individuals who require a understanding of Service Transition and how it enhances the quality of IT service within an organisation
- Anyone involved in the ongoing management, coordination or integration of Transitional activities within the Service Lifecycle

It is accredited by, and follows the syllabus specified by the APM Group (www.apmgroup.co.uk). The main focus of the course is covered by the Service Transition volume of the IT Infrastructure Library (ITIL).

The core volume of Service Transition provides guidance on moving new and changed services from design part of the Service Lifecycle to operational part of that cycle.



Examinations

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. Each question will have 4 possible answer options, one of 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. The pass mark is 28 marks from 40 (70%).

Prerequisites

Possession of ITIL Foundation Certificates

On attending the course please ensure you provide documented evidence that you have either passed the ITIL Foundation Certificate by either presenting your certificate (or a copy of your certificate) to the course lecturer. If you cannot provide the physical certificate, then as a minimum you must provide the certificate number. If you have lost your certificate or you do not have a record of your certificate number please contact ISEB directly before attending the course. ISEB can be contacted on the following number 01793 417655.

Please note – Delegates are required to complete 21 hours of pre course study prior to attending this course. Please spend this time re-familiarising yourself with the foundation level material as you will need this knowledge for the course you will be attending.

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