ITIL® Intermediate Service Transition (ST) Certification Training - Brochure

Add Value to your Enterprise as a Service Transition Specialist

The Importance of ITIL®

Even as the IT landscape evolves to assimilate new technology models, such as cloud and mobile, ITIL (Information Technology Infrastructure Library) is maintaining its position as the IT Service Management framework of choice for organisations across the world. Based on global best practices, the methodology provides tools and processes that enable both public and private sector organisations to optimise their IT services for both existing and emerging technology infrastructure. By implementing ITIL processes, productivity, cost efficiencies and customer experience are significantly improved and return on investment is maximised.

Key Benefits of ITIL for Businesses

- Supports business results
- Enables and facilitates the process of business change
- Improves customer experience
- Facilitates the management of risk
- Optimises return on investment and value of services
- Shows a path for continual service improvement

Did You Know?

According to an AXELOS survey, 95% of 380 global respondents believed that ITIL is growing in importance or maintaining its steady adoption rate due to trends like Cloud and Agile.
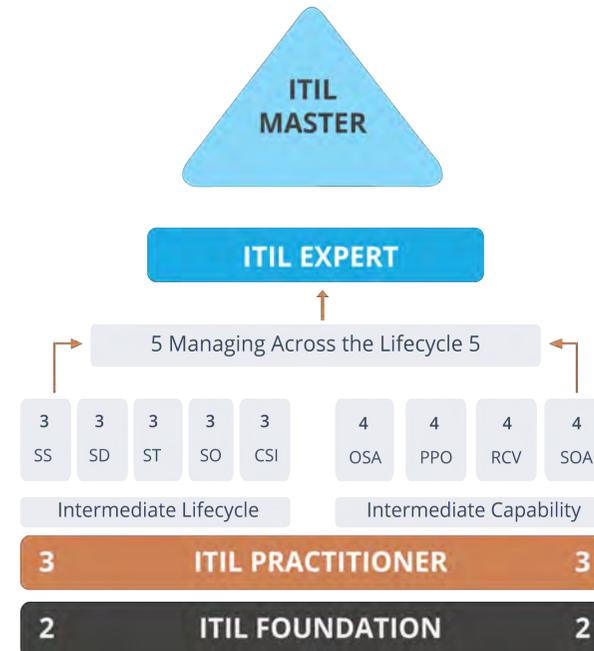
Source: www.axelos.com

About ITIL Intermediate ST Course

The ITIL Service Lifecycle approach is divided between five core publications, each of which represents a lifecycle stage:

- ITIL Service Strategy **(SS)**
- ITIL Service Design **(SD)**
- ITIL Service Transition **(ST)**
- ITIL Service Operation **(SO)**
- ITIL Continual Service Improvement **(CSI)**

Service Transition (ST) is one of the qualifications in the ITIL Intermediate Service Lifecycle stream. This module imparts knowledge about the processes and management techniques that will enable the building, testing and execution of products and services. As a means to manage the change process for the new or revised resources, the module offers invaluable insights.

ITIL MASTER

ITIL EXPERT

5 Managing Across the Lifecycle 5

| 3 SS | 3 SD | 3 ST | 3 SO | 3 CSI | 4 OSA | 4 PPO | 4 RCV | 4 SOA |

Intermediate Lifecycle — Intermediate Capability

3 ITIL PRACTITIONER 3

2 ITIL FOUNDATION 2

® The Official ITIL Accreditor 2017

About Invensis Learning

Invensis Learning is a pioneer in providing globally-recognised certification training courses for individuals and enterprises worldwide. Our training methodology coupled with high quality courseware have enabled organisations to achieve high-impact learning with increased knowledge, competence, and performance.

We offer courses in various categories such as Project Management, IT Service Management, IT Security and Governance, Quality Management, Agile Project Management, DevOps, and Cloud Courses. We have trained 10000+ professionals worldwide and are a trusted partner for Fortune 500 companies, small and medium businesses, and government organisations to deliver globally-recognised training and certification programs. Invensis Learning certification training programs are adhered to global standards such as PMI, TUV SUD, AXELOS, ISACA, DevOps Institute, and PEOPLECERT.

Get Invensis Learning Advantage

- PEOPLECERT Accredited Training Organisation, A.T.O. ID is 2778
- AXELOS Certified Partner
- Expert trainers with international training and consulting experience
- Exam fees included in the training
- Full-length practice tests with answers and explanations for each question
- Interactive and engaging learning sessions that maximise your learning outcomes
- Instructor-led classroom trainings that are always on schedule
- 21 Contact Hours / PDUs certificate provided
- Get ITIL Intermediate ST certified in only 2 days
- Classes across 108+ locations worldwide
- In-house training programs available for enterprises
- Customised ITIL Intermediate ST training workshops for individuals
- Attractive discounts for group of 4 or more participants

Why Get ITIL (ST) Certified

Learn new techniques

You can build knowledge about how to organise and manage service transition to make the process a seamless one for your organisation. You will also be able to take management of technology, and associated challenges and risks into consideration while planning the process for business change.

Gain a holistic view of the Service Lifecycle

Service transition plays an integral role in the Service Lifecycle and can aid the decision-making process during the service strategy and service operation stages. To understand the correlation between all the phases of the Lifecycle, knowledge of service transition is required.

Enhance work performance

With knowledge about the principles, processes, management of people, organisation, technology considerations, challenges, success factors and risks of service transition through its Intermediate level certification, you will be able to contribute to the management of change and improvement of IT services in your organisation.

Move forward towards ITIL Expert

The three credits associated with ITIL Intermediate Service Transition certification can be used for making the required 17 for ITIL Managing Across the Lifecycle (MALC) and the required 22 for ITIL Expert. These higher level certifications require a broader, balanced perspective of ITIL and are assigned considerable value by employers for senior management roles.

Become a global ITSM professional

The ITIL Intermediate ST qualification is globally recognised and will help you to capitalise on rewarding career opportunities. The credential puts a spotlight on your resume and potential recruiters attach considerable value to it.

Who Will Benefit from ITIL ST Certification

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT service continuity managers
- IT operations managers
- Release managers
- Database administrators
- Change owners
- ITSM trainers
- IT professionals
- Individuals seeking the ITIL Expert and Master certificates

Did You Know?

The highest average annual salary for ITIL Intermediate certified professionals can go up to ~USD 156,000 in the USA, ~USD 130,000 in the UK, ~USD 118,000 in Australia, and ~USD 100,000 in the UAE (as on January 31, 2015).

Source: www.payscale.com

About ITIL Intermediate ST Exam

Eligibility Criteria

- You must have achieved ITIL Foundation Certificate in IT Service Management
- You must have successfully completed an accredited course for the module from an Accredited Training Organisation (ATO)
- Basic IT literacy and around 2 years of IT experience are recommended

Exam Format

- 8 complex multiple-choice, scenario-based questions
- Exam Duration: 90 minutes (one and half hours)
- Pass Score: 28 marks (out of 40 available), equivalent to 70%
- Closed book

ITIL Intermediate ST Course Overview

1. **Introduction to Service Transition**
   a. Purpose, objectives, scope and value to business
   b. The context of Service Transition in ITIL Service Lifecycle

2. **Service Transition Principles**
   a. The key policies and best practice principles that aid effective Service Transition
   b. Optimising Service Transition performance and typical metrics that can be used
   c. Service Transition inputs and outputs by Lifecycle stage

3. **Service Transition Processes**
   a. Purpose, objectives, scope and value to business
   b. Policies, principles and basic concepts
   c. Process activities, methods and techniques
   d. Triggers, inputs, outputs and interfaces
   e. Critical success factors and key performance indicators
   f. Challenges and risks

4. **Managing People through Service Transition**
   a. Managing communication and commitment
   b. Managing organisational and stakeholder change
   c. Stakeholder management

5. **Organisation for Service Transition**
   a. Organisational Development
   b. Role of Technical and application management function in Service Transition
   c. Organisational context for transitioning a service
   d. Service Transition roles and responsibilities
   e. The relationship of Service Transition to other lifecycle phases

6. **Technology Considerations**
   a. Technology requirements for Service Transition that support ServiceTransition as a whole

7. **Implementing and Improving Service Transition**
   a. Key activities in the introduction of Service Transition
   b. An integrated approach to Service Transition processes
   c. Implementing Service Transition in virtual or cloud environment

8. **Challenges, Critical Success Factors and Risks**
   a. Challenges facing Service Transition
   b. Measurement through analysing critical success factors
   c. Potential implementation risks that could affect services currently in transition and being planned
   d. External factors that affect the approach to Service Transition

9. **Summary and Directed Studies**
   a. Review of key concepts

CONTACT INVENSIS LEARNING

Email Us:

support@invensislearning.com

🇺🇸 USA +1-910-726-3695   🇮🇳 IND +91 9620-200-784

🇬🇧 UK +44 2033-223-280   🇭🇰 Hong Kong +852-5803-9039

🇨🇭 Switzerland +41-22-518-2042

www.invensislearning.com