

# ITIL Service Transition

## **Overview**

Service Transition manages transition of a new or changed service. It ensures all changes to the service management processes are carried out in coordinated way.

## **ITIL Service Transition Course Content**

- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management (SACM)
- Release and Deployment Management
- Service validation and Testing
- Knowledge Management

## **Learning Objectives**

- Provide a consistent framework for evaluating the service capability and risk profile before a new or changed service is released or deployed.
- Establish and maintain the integrity of all identified service assets and configurations as they evolve through the service transition stage.
- Plan and manage the capacity and resources required to package, build, test, and deploy a release in to production and establish the service specified in the customer and stakeholder requirements.
- Provide efficient repeatable build and installation mechanisms that can be used to deploy releases to the test and production environments and be rebuilt if required to restore service.
- Ensure that service can be managed, operated and supported in accordance with the requirements and constraints specified in service design

## **Benefits Service Transition**

- Quick adaptability to new requirements
- Transition management of mergers, de-mergers, acquisitions and transfer of services
- Success rate of changes and releases for the business
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- Predictions of service levels and warranties for new and changed service
- Confidence in the degree of compliance with business and governance requirements during change
- Variation of actual against estimated and improved plans and budgets
- Productivity of business customer staff
- Timely cancellation or changes to maintenance contracts for software and hardware when components are decommissioned.
- Understanding the level of risk during and after change