

**TI122****PROCESS MANAGEMENT**

# ITIL® 2011: Intermediate – Service Transition (ST) - Lifecycle with Exam

**DURATION**  
**3 DAYS****REGULAR FEE**  
**2 475 \$****PREFERENTIAL FEE**  
**2 225 \$**

## Objectives

To provide the knowledge and skills required to describe the disciplines, processes and their objectives, roles and functions related to the implementation and management of IT service transition. Participants will be given the opportunity to put ITIL® principles into practice, and will be prepared to put the skills they have acquired to use in order to successfully pass the AXELOS exam.

## Targeted audience

Managers and personnel involved in the implementation of any IT service transition process.

## Prerequisite

ITIL® 2011 Foundation Certification or ITIL®V3 Foundation Certification (Course TI111) or having passed the upgrade exam from V2 to V3. It is also strongly recommended that candidates read the principal ITIL publications on the life cycle of services, and particularly "Service Transition" (2011 edition) before beginning the training for certification.

## Content

- Introduction to service transition
- Principles of service transition
- Service transition processes and activities:
  - Planning for and supporting transition
  - Change management
  - Service asset and configuration management
  - Deployment and implementation management
  - Validation and testing
  - Change assessment
  - Knowledge management
  - Technological considerations
  - Service transition - implementation
- Challenges, critical factors for success, and risks involved
- Each discipline will be examined with a focus on the following aspects:
  - Goals and objectives of disciplines
  - Basic concepts
  - Process model and activities
  - Values of the process
  - Roles and responsibilities
  - Key metrics, critical success factors and risks
  - Exam preparation
  - Exam

## Material Note

The training material used is based on the following AXELOS syllabus: The ITIL Intermediate Qualification I Service Design Certificate\_v5.3 Live. The course is given in French by a bilingual trainer, using English training material.

## Exam Note

Exam note: Practice exams provided by AXELOS will be distributed to participants in order to help them prepare for the certification exam. The exam is in English, as it has not yet been translated by AXELOS.

## Select the training date\*

Montreal	February 10 to February 12 2020
Ottawa	February 10 to February 12 2020
Montreal	May 27 to May 29 2020
Ottawa	May 27 to May 29 2020

## Accreditation and partners association



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**24 PDU**

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