



The Service Transition module equips participants with the requisite knowledge to ensure policies for development, improvement, and qualified handover of new or modified services into operational use.

You will be given clear points of reference for how the requirements from the service strategy and service design should be transferred into operational use, as described in the service operation. We will also look at standards and procedures for dealing with and managing new or changing services effectively and how to introduce these into operations.

#### Content

- Processes and functions relating to
  - Transition planning and support
  - Change management
  - Service asset and configuration management
  - Release and deployment management
  - Service validation and testing
  - Evaluation
  - Knowledge management
- Organization
- Methods, techniques, and tools
- Implementation
- Exam preparation and Service Transition certification

#### Certification

The certification exam follows the seminar. It consists of eight multiple-choice questions based on scenarios. Participants must answer at least 70% of these questions correctly in 90 minutes to pass the exam. Three credits are awarded for a pass.

Candidates who take the exam in a language that is not their first, and participants with special requirements (such as health conditions) are entitled to extra time for the exam. Please inform us at the registration stage if you would like us to request from EXIN an extended exam time for you.

#### Participants

Executives, process managers, IT consultants, and project managers, who are responsible for introducing and implementing ITIL® processes.

#### Prerequisites

ITIL® Foundation Certificate in IT Service Management (v3 or later) or ITIL® Foundation Bridge certificate, and completion of the Service Transition course at an accredited training organization.

#### Length

2.5 days

#### Prices & more information

<http://education.excccon.com>

#### Seminar terms

All prices are subject to statutory VAT. The General Terms and Conditions of excccon AG apply. We also offer this seminar as in-house training and in German.

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