



HEROTECH
NETWORK PROFESSIONAL TRAINING

IT infrastructure Library

Related Certificate	ITIL® Intermediate Qualification: Service Transition Certificate
Course ID	ITIL v3
Related Exams	Intermediate (Lifecycle stream)
Audience	main target group for the ITIL® Intermediate Qualification: Service Transition Certificate includes but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit
Duration	3 Days

PROFE

ITIL® Intermediate Qualification: Service Transition Certificate

The ITIL Service Transition Certificate provides guidance for the development and improvement of capabilities for transitioning

- New and changed services into supported environments,
 - Release planning
 - Building
 - Testing
 - Evaluation
 - Deployment

Course Format & Structure

This section provides an overview of the various options for class format, structure and class exercises.

Course Modules

The ITIL Service Transition course has been divided into 8 modules to cover the Introduction to Service Management and each of the five Service Lifecycle books as follows:

Module 1 - Introduction to Service Transition

Module 2 - Service Transition principles

Module 3 - Service Transition processes

Module 4 - Managing people through Service Transition

Module 5 - Organizing for Service Transition

Module 6 - Technology Considerations

Module 7 - Implementing & Improving Service Transition

Module 8 - Challenges, critical success factors and risks

Herotec is Accredited Organization through APMG International, provides training on all aspects of the ITIL curriculum .

<http://www.apmg-international.com/AccreditedOrganisations/Herotec.aspx>

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