Course Introduction
Course Introduction

Chapter 01 - Course Introduction
Lesson: Course Organization
Welcome to the Course!
Mentoring Community Introductions
Why Are You Here?
Using Bloom’s Taxonomy
What Do You Expect?
Housekeeping Online
Lesson: Course Conventions & Agenda
Conventions Used
Quizzes & Exercises
ITIL Qualification Scheme
ITIL Lifecycle Exam
Getting Started with an Online Class
Chapter 01 Review

Chapter 02 - Service Transition
Lesson: Introduction to Service Transition
The Service Lifecycle
Managing Across the Lifecycle
The Service Transition Model
Purpose, Goals & Objectives of Service Transition
Scope of Service Transition
Value of Service Transition
Lesson: Principles of Service Transition
Principles of Service Transition
Service Transition Governance
Service Transition Management
Service Transition Quality
The Service "V" Model
Optimizing Service Transition Performance
Lesson: Service Transition Summary
Service Transition Summary
Checkpoint
Chapter 02 Review

Chapter 03 - Service Transition Processes
Lesson: Planning & Support
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities
Develop Transition Strategy
Prepare for Service Transition
Plan & Coordinate Transition
Advise Transition Teams
Support Transition Administration
Monitor Transition Progress
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Change Management
Introduction to Change Management
Purpose, Goals & Objectives of Change Management
Scope of Change Management
Value of Change Management
Concepts of Change Management
Activities of Change Management
The Change Advisory Board (CAB)
Change Types
Change Model
Change Proposal
Change Process Flow
Create & Review Request for Change
Assess & Evaluate Request for Change
Authorize Change
Change Authorization Model
Coordinate Change
Review & Close Change
Standard Change
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Change Management Summary

Lesson: Service Asset & Configuration Management
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Configuration Management System
Definitive Media Library
Activities
Configuration Activity Model
Management & Planning
Configuration Identification
Configuration Control
Status Accounting & Reporting
Verification & Audit
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Release & Deployment Management
Introduction
Purpose, Goals & Objectives
Scope
Lesson: Service Validation & Testing

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Validation & Testing Process
Activities
Validation & Test Management
Plan & Design Test
Verify Test Plan & Acceptance
Prepare Test Environment
Perform Test
Evaluate Exit Criteria & Report
Clean Up & Close
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Change Evaluation

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Evaluation Point Scope
Activities
Service Evaluation Terms
Change Evaluation Process
Evaluation Plan
Understand Intended Effects of Change
Understand Unintended Effects of Change
Consider Factors Affecting Change
Evaluate Predicted Performance
Evaluate Actual Performance
Manage Risk
Chapter 04 - Common Service Transition Activities

Lesson: Common Activities
Managing Communication & Commitment
Service Transition Communication
Communication Planning
Communication Strategy
Communication Methods
Motivation & Communication
Managing Organization & Stakeholder Change
Management of Change
Strategy & Design of Change
Methods, Practices & Techniques
Tips for Managing Change
Organizational Transformation
Organizational Change Strategies
Overcoming Resistance to Change
Stakeholder Management
Stakeholder Management Strategy
Stakeholder Map & Analysis
Changes in Stakeholder Commitment

Lesson: Common Activities Summary
Common Activities Summary
Checkpoint
Chapter 04 Review
Chapter 05 - Structure, Technology & Implementation

Lesson: Organizing Service Transition

Introduction
Organizational Context
Service Transition Roles
Service Owner
Process Owner
Process Manager
Process Practitioner
Service Transition Manager
Planning & Support
Change Management Roles
Change Authority & CAB Roles
SACM Roles
Release & Deployment Roles
Release Packaging & Build
Deployment
Early Life Support
Build & Test Environment Management
Service Validation & Testing Roles
Change Evaluation Roles
Knowledge Management Roles
Relationships

Lesson: Technology Considerations
Tools
Knowledge Management Tools
Collaboration
Communities
Workflow Management
Configuration Management System

Lesson: Implementing Service Transition
Integrated Approach to Service Transition
Implementation Stages
Justifying Service Transition
Designing Service Transition
Introducing Service Transition
Cultural Change Aspects
Critical Success Factors
Challenges
Risks

Lesson: Structure, Technology & Implementation Summary
Structure, Technology & Implementation Summary
Checkpoint
Chapter 05 Review
Course Closure

Total Duration: 6hrs 23m