TRANSITION PLANNING AND SUPPORT

ITIL Lifecycle Poster – Service Transition - Process Summary

Nissen
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PURPOSE

The purpose of the transition planning and support process is to provide overall planning for service transitions and to coordinate the resources that they require.

Transition planning and support plans and coordinates the resources to ensure that the requirements of service strategy encoded in service design are effectively realized in service operation.

INPUTS

- Change proposal
- Authorized change
- Service design package, which includes:
  - ○ Release package definition and design specification
  - ○ Test plans
  - ○ Deployment plans
  - ○ Service acceptance criteria (SAC).

TRIGGERS

- Trigger for planning a single transition is an authorized change.
- Longer-term planning may be triggered by receipt of a change proposal from service portfolio management.
- Budgeting for future transition requirements will be triggered by the organization's budgetary planning cycle.

Transition Planning and Support

- Determine transition strategy
- Define service transition lifecycle stage
- Prepare service transition
- Plan and coordinate service transition
- Provide transition process support

- Transition strategy and budget
- Integrated set of service transition plans

OUTPUTS

- Transition strategy and budget
- Integrated set of service transition plans

KEY TERMS

Transition planning and support is not responsible for detailed planning of the build, test and deployment of individual changes or releases; these activities are carried out as part of change management and release and deployment management.