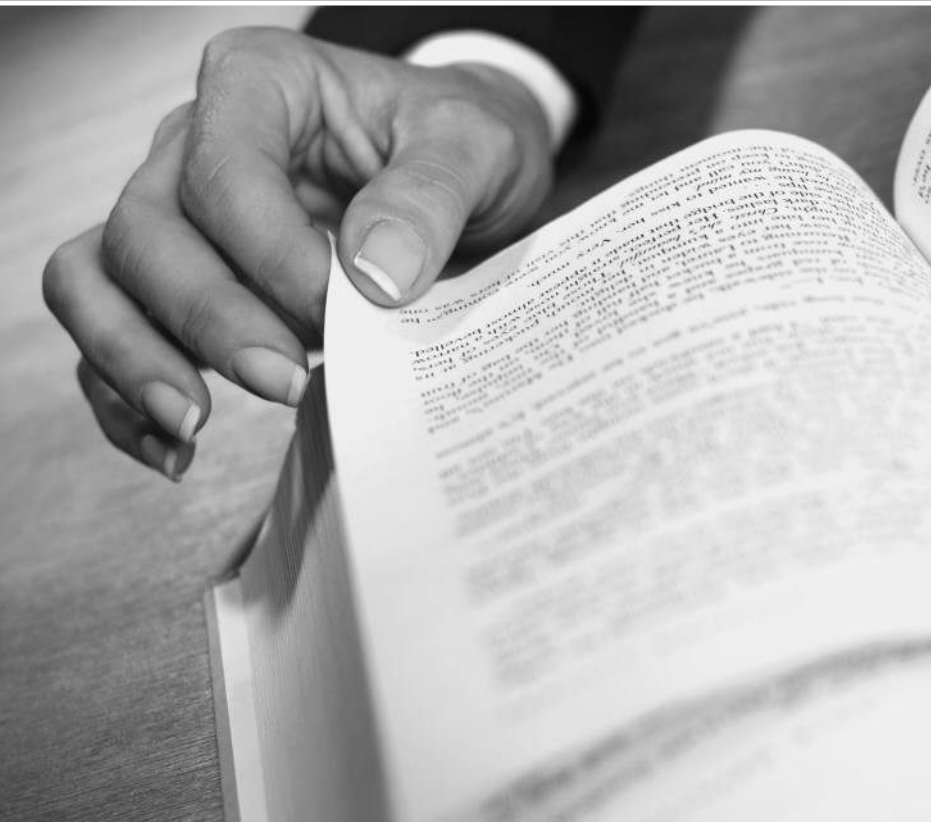


# ITIL<sup>®</sup> v3 Service Lifecycle Service Transition

The ITIL<sup>®</sup> v3 Intermediate Qualification: Service Transition Certificate is a free-standing qualification, but also forms part of the ITIL<sup>®</sup> Intermediate Lifecycle stream, and one of the modules that lead to the ITIL<sup>®</sup> Expert in IT Service Management Certificate.

This training course with exam imparts, tests, and validates knowledge on industry practices in Service Management as documented in the ITIL<sup>®</sup> Service Transition publication.

This is an intensive programme and evening work and studies will be required in order to adequately prepare for the internationally recognised exam.





# About the course

*We understand that people are a vital element of any effort to improve overall service delivery.*

*Most organisations recognise this, but very few have a structured solution to manage it.*

*We offer a variety of ITIL® Certifications and integrated workshops that prepare students to apply knowledge and techniques gained from our courses into real-world situations. Customised corporate training for your organisation is also available.*

## Course Outline

- Introduction to ST
- ST Principles
- Management and control of all ST activities
- ST related activities around communications, commitment and organisational change
- Organising ST
- Control and coordination of ST technology related activities
- Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks

## Duration

The programme is a full 3 day event, including exam preparation and the option to take the international examination at the end of the final day.

## Bookings and Enquiries

Kenya: +254 20 444 2900  
South Africa: +27 11 575 4320  
UAE: +971 4 426 7303

Email: [training@quintica.com](mailto:training@quintica.com)

[www.quintica.net](http://www.quintica.net)

## Target Audience

The main target group for the ITIL® Intermediate Qualification: Service Transition (ST) Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

This course syllabus may also be of interest to:

- Individuals who require a detailed understanding of the ITIL® ST phase of the ITIL® core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within or about to enter a ST environment and requiring a detailed understanding of the processes, functions and activities involved
- Individuals seeking the ITIL® Expert in IT Service Management for which this qualification is one of the prerequisite modules

## Pre-Requisites

- Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the v3 Foundation or v2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission
- IT Literacy and 3 years IT experience is highly desirable
- In order to gain access to the International exam, delegates need to have attended an accredited course with an accredited provider

## Certification

- 8 complex multiple choice questions
- 90 minutes
- Maximum marks available: 40
- Pass Mark: 28 marks

Each answer is weighted according to its degree of correctness. 5 marks for the most correct, 3 marks for the next most correct and 1 mark for the least correct answer. One answer is a distracter worth 0 marks.

## Outcomes

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- The ability to manage and control all the ST activities
- The ability to manage the application of ST concepts, inputs, outputs and activities
- Acquire Knowledge of the ST principles and management of Service Transition processes
- The capability to control and coordination ST technology related activities
- The ability to justify and control the organisational and technological issues on Service Design
- The ability to analyse, justify and select the implementation approaches, challenges, critical success factors and risks