

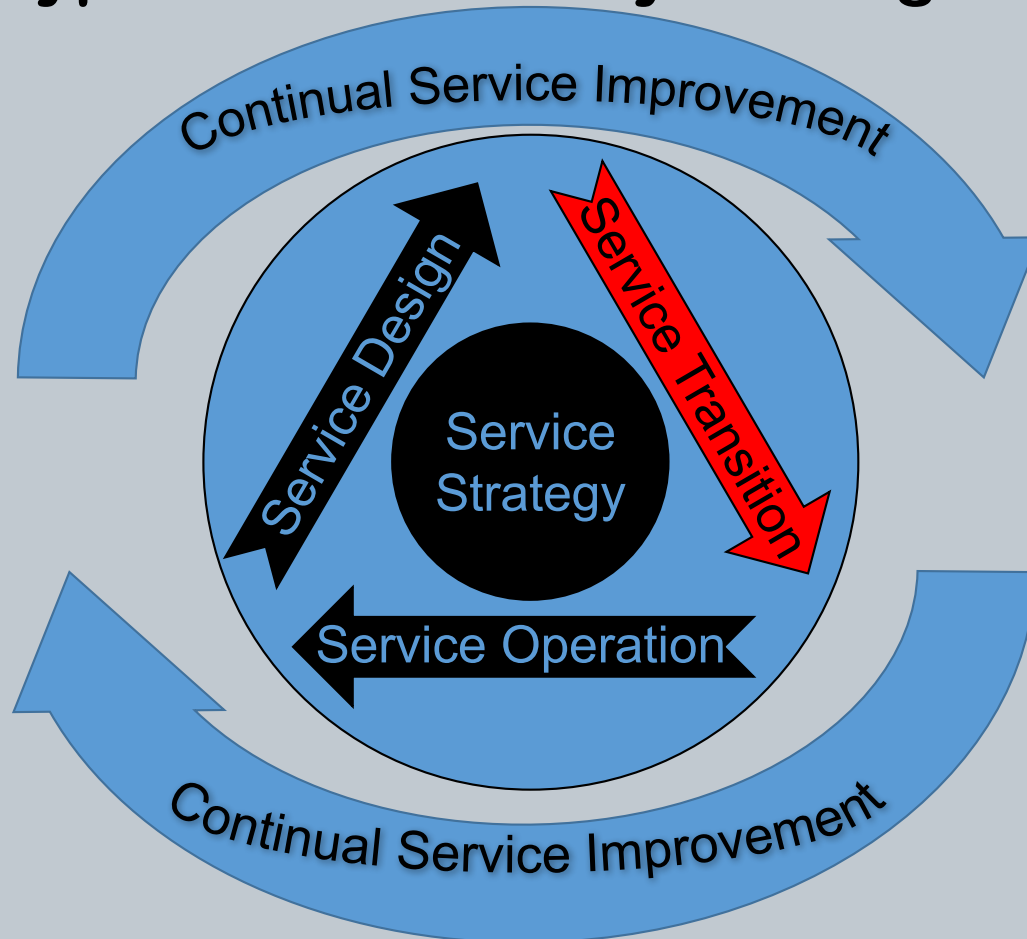


Service Transition Phase

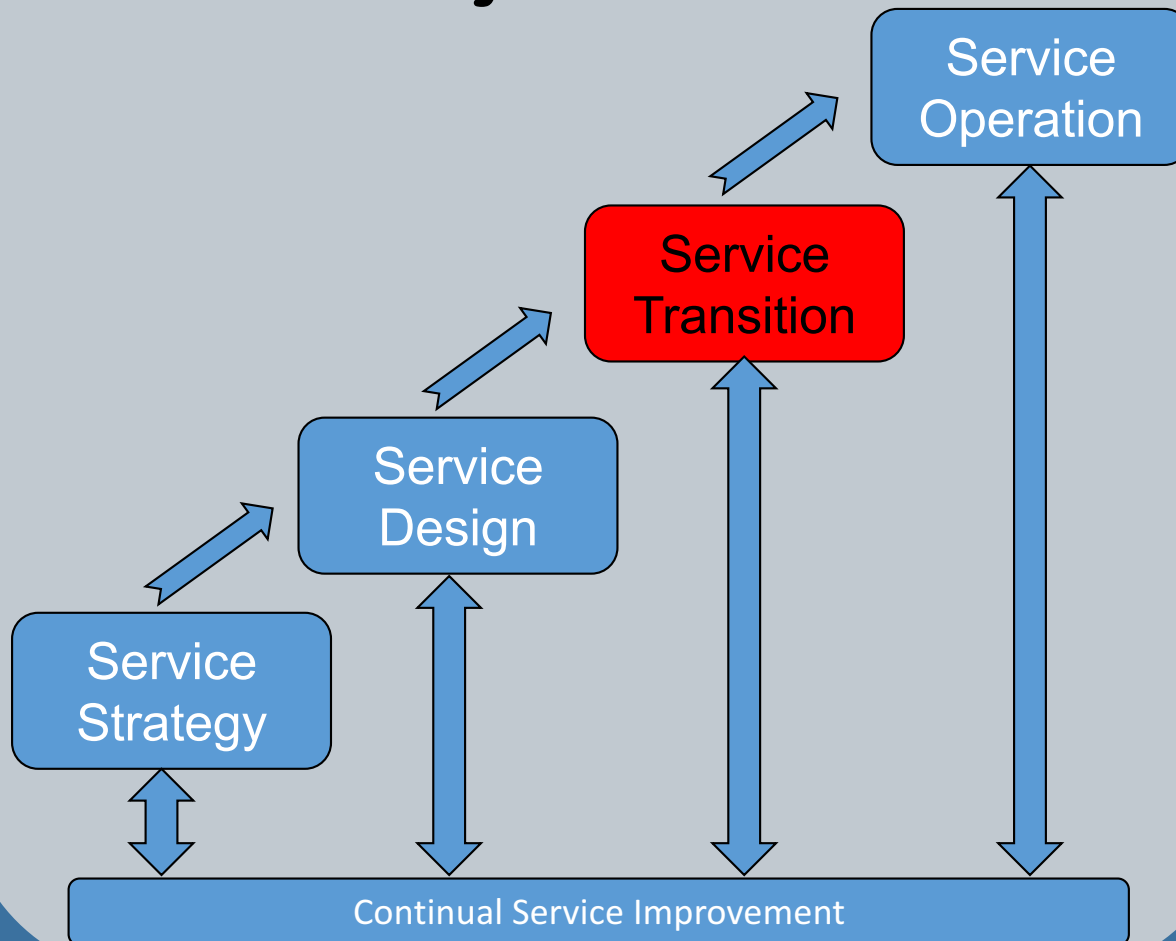
ITILv3 Foundations

<http://www.jasondion.com>

Typical ITILv3 Lifecycle Diagram



ITILv3 Lifecycle With Feedback



Service Transition

- Concerned with the management of change and, more specifically, with the introduction of new and changed services into the live environment
- Stage where things are purchased, installed, configured, tested, launched, and operated



Business Value

- Service Transition creates value by:
 - Enabling business change
 - Minimizing impact to the business that might otherwise result from unmanaged change
 - Enabling the business to make use of new and changed services
 - Ensuring that designs for services are implemented as intended
 - Ensuring that the Service Management organization is prepared to support new and changed services
 - Reducing the number of defects introduced into the live environment



Key Takeaways

- Physical development and implementation of service
- Thoroughly tested and fielded into a live environment with no shortcomings identified
- Configuration has been documented
- Operations has been trained and ready to receive the new service

