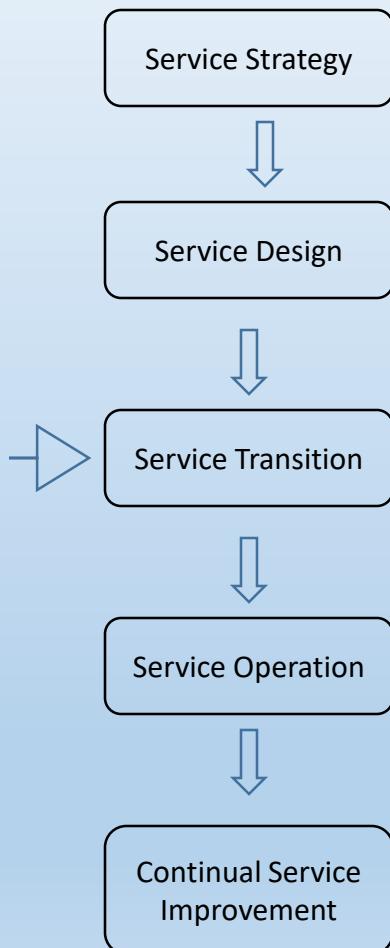
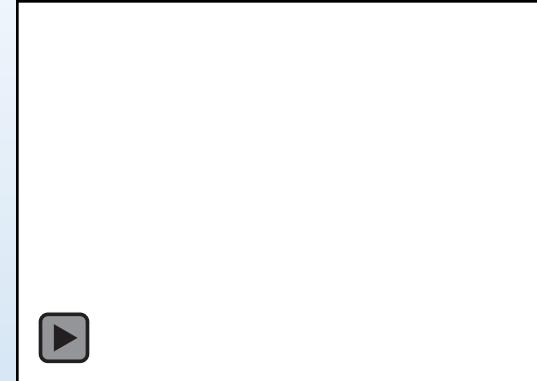


# L4 Service Transition



- Introduction
  - Objectives
  - Steps in service transition
- Processes
  - Key Supporting processes
  - Roles & responsibilities
- Techniques used
  - RACI Diagram
  - Relationships with other lifecycle elements



## Learning outcome:

Student will be able to :

- Describe the aims of service transition
- Describe the 5 key processes within service operations:
  - Transition planning and support
  - Change management
  - Service asset & configuration management
  - Release and deployment management
  - Knowledge management
- Roles & responsibilities of key stakeholders
- Tools for stakeholder management – RACI
- Relationships with other service lifecycle phases

# What Happens in an Internet Minute?



# And Future Growth is Staggering



# \*Introduction

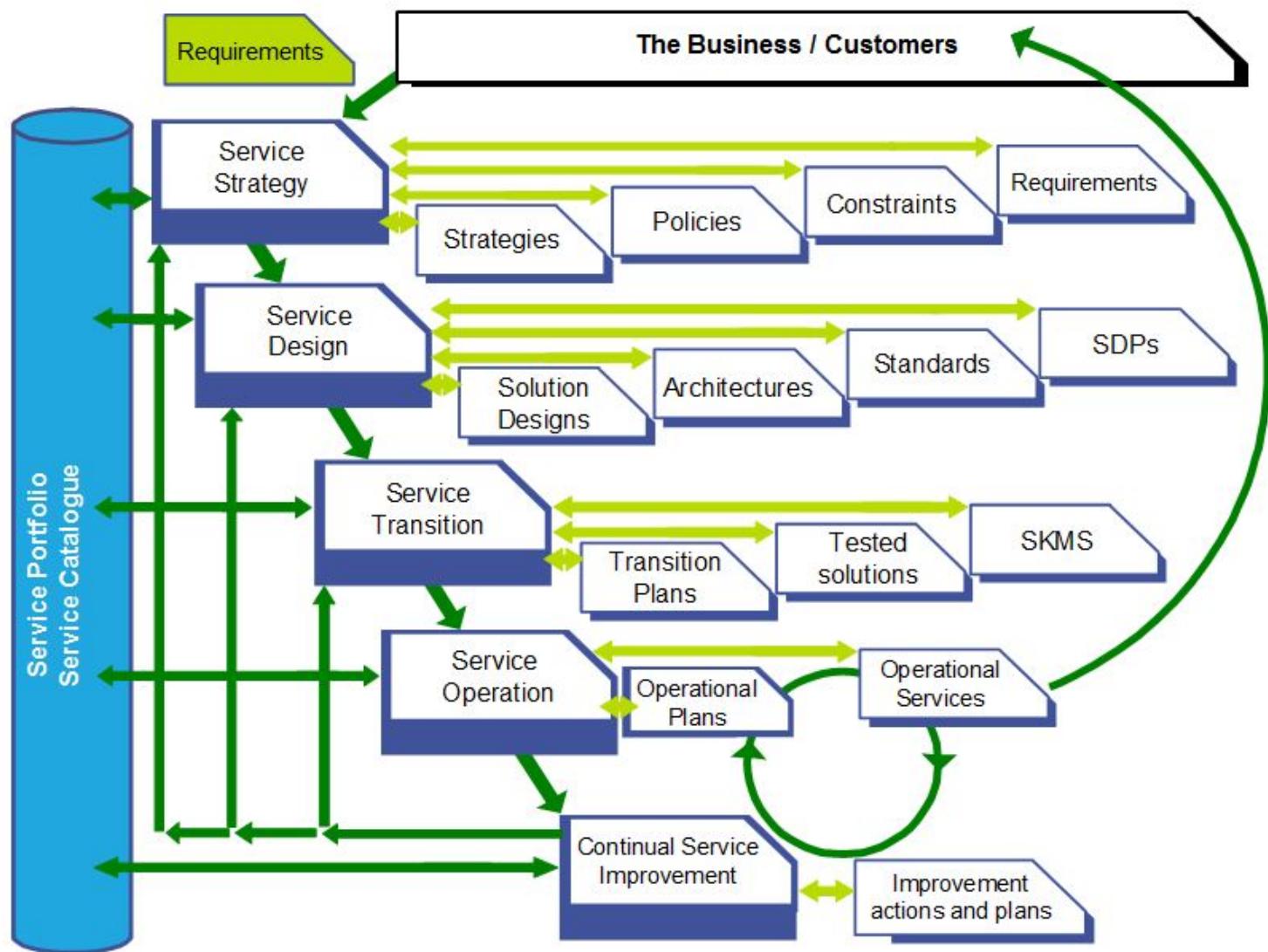
- Objectives :

- To realize, plan and manage the new service
- Ensure changes are carried out in a **controlled manner**
- Ensure **minimum impact** for existing services
- Improve customer satisfaction and
- Stimulate the proper use of the service

- Scope :

Include the management and coordination of processes, systems and functions required for the packaging, testing and deployment of a release into production in accordance to stakeholder requirements.

# IT Service Lifecycle



ITIL ® is a Registered Trade Mark, and Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office.

# ITIL processes

## SERVICE OPERATION

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management

## SERVICE STRATEGY

- Financial Management
- Return on Investment
- Service Portfolio Mgmt
- Demand Management

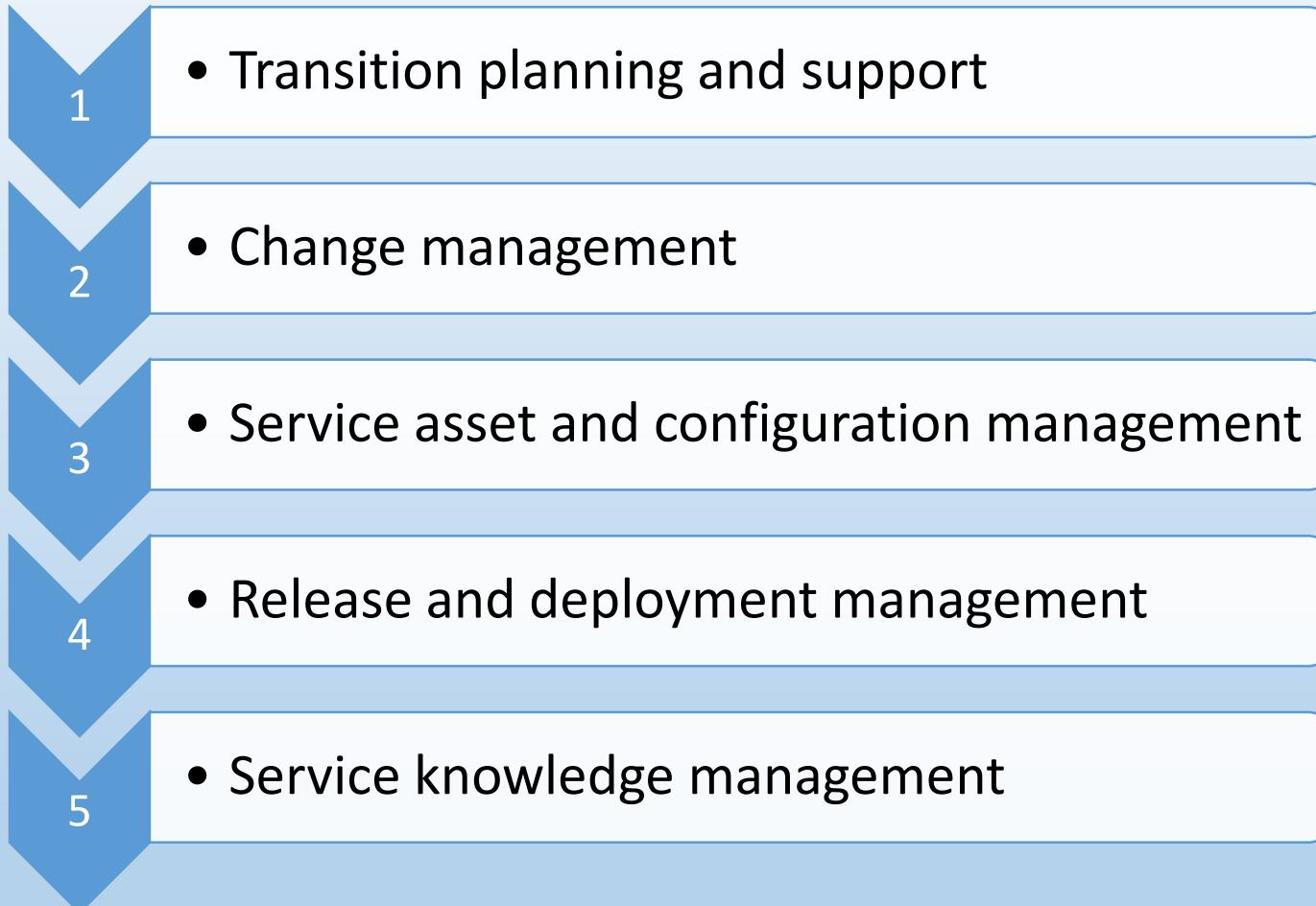
## SERVICE TRANSITION

- Transition Planning and Support
- Change Management
- Service Asset & Configuration Management
- Release & Deployment Management
- Service Validation
- Evaluation
- Knowledge Management

## SERVICE DESIGN

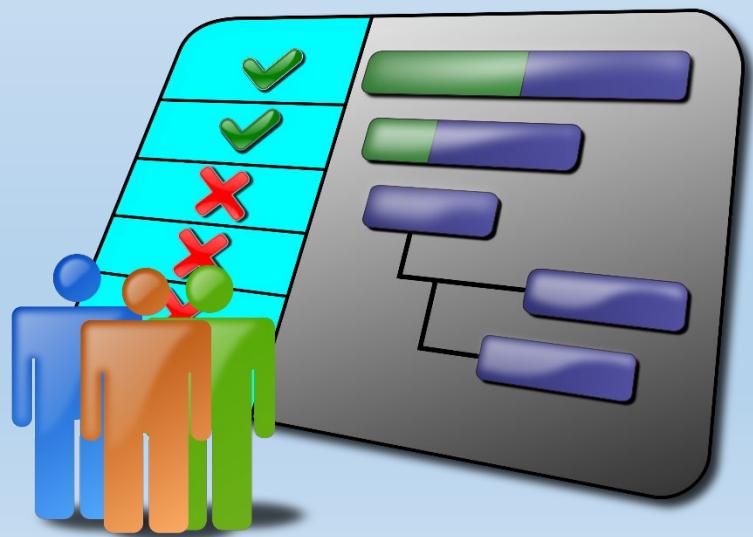
- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

- Key Processes within Service Transition:



# Transition planning and support

- ensures the planning and coordination of resources to realize the specification of service design
- ensures the identification, management and minimization of risks which can interrupt the service during the transition phase



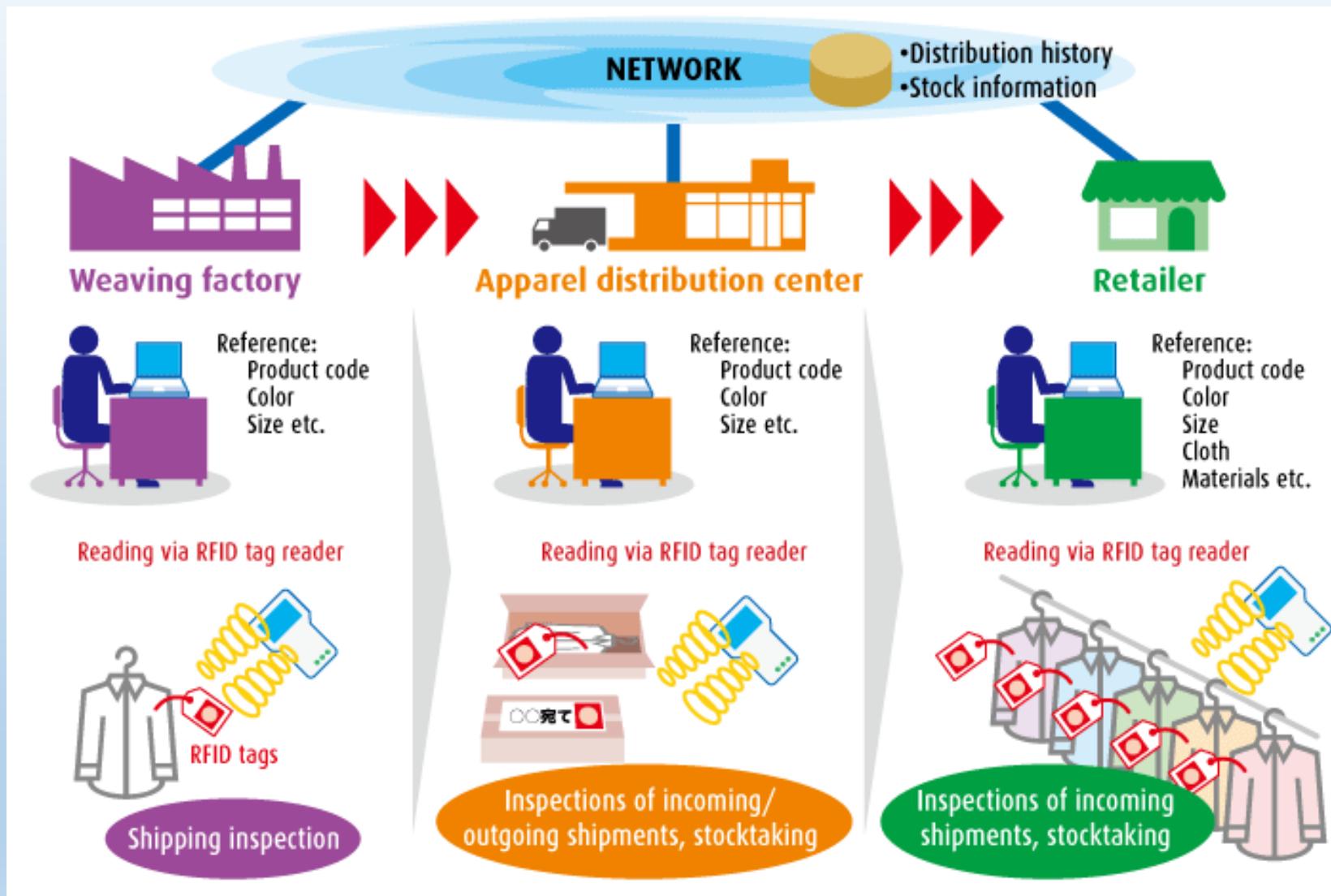
# Change Management

- To ensure that changes are deployed in a controlled way, evaluated, prioritized, planned, tested, implemented and documented
- Reasons of change :
  - Cost reduction
  - Service improvement
  - Failure of the service provision
  - A changed environment



## \*Activities for individual changes

- Specific activities of individual changes :
  - Create and record the **Request For Change (RFC)**
  - Review the RFC
  - Assess and evaluate change
  - Authorize change
  - Plan updates
  - Coordinate change implementation
  - Review and close change



\*Service Asset and Configuration Management (SACM)

- To define the service and infrastructure components and the maintenance of accurate configuration records
- It is important to:
  - Protect the integrity of the service assets and configuration items (CIs)
  - Categorize all assets and CIs in configuration management
  - Support the business and service management processes effectively

## \*SACM Activities

Management and planning

Configuration identification

Configuration management (control)

Status accounting and reporting

Verification and audits

**NB. SACM – Service Asset & Configuration Management**

# \*Release and Deployment Management

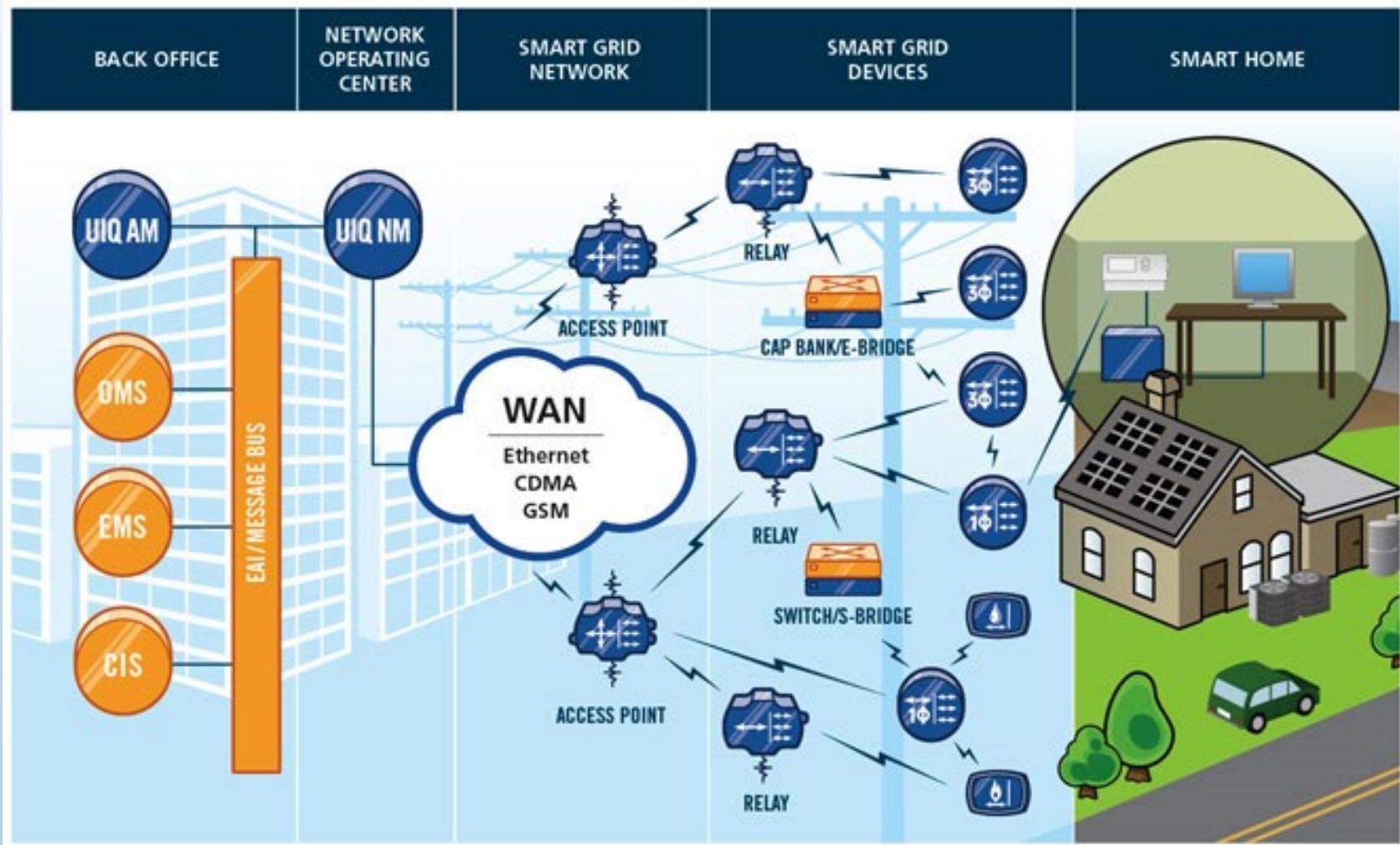
- Objectives :

- Release and deployment are carried out according to plan
- Release package successfully deployed
- Transfers knowledge to client
- Minimal disturbance to services



# Activities of releasing & deployment management

- Process activities of release & deployment management :
  - Planning
  - Preparation of building, testing and deployment
  - Building and testing
  - Service tests and pilots
  - Planning and preparation for deployment
  - Transfer deployment and retirement
  - Verify deployment
  - Early Life Support (ELS)
  - Review and close



# \*Knowledge Management

- Objectives :
  - Enable service provider to improve the efficiency and quality of the services
  - Ensure service provider's staff have access to adequate information

The goal of Knowledge Management : is to improve quality of decision-making by ensuring that reliable and secure information is available during the service lifecycle.

# Roles & Responsibilities

- Service Transition is actively managed by a ***Service Transition manager.***
- The service Transition manager is responsible for the daily management and control of the Service Transition teams and their activities.



# Roles & Responsibilities

## **Responsibilities of Service Asset Manager:**

Formulating process objective, plans and procedures

Evaluating existing asset management systems

Establish scope and function of the process & make know to staff

## **Responsibilities of configuration manager :**

Formulating process objective, plans and procedures

Evaluating the existing configuration management systems

Indicating the scope and function of the process, which item must be managed and the information that must be established.

# Stakeholder management

- Stakeholder management is a **Crucial Success Factor** in service Transition

- To identify :
  - Who are the stakeholders ?
  - What are their interest ?
  - What are their influence ?
  - How are they included in the project or program ?
  - What information is shared with them ?

R. A. C. I.			
	Responsible Expert witness	Accountable Case Manager	Consulted Consultant
provides testimony	R	A	A
prepares documents	I	A	R
project manages	I	R	C

# RACI Model

Stakeholders	Director Service Management	Service level Manager	Problem Manager	Security Manager	Procurement Manager	Helpdesk	IT Service Manager
Activity 1	AR	C		I			
Activity 2	A		I	C	C		
Activity 3	I	R	C	I		R	A
Activity 4				I			
Activity 5	I	A	R	A	C		I
Activity 6		A	R				

R- Responsible

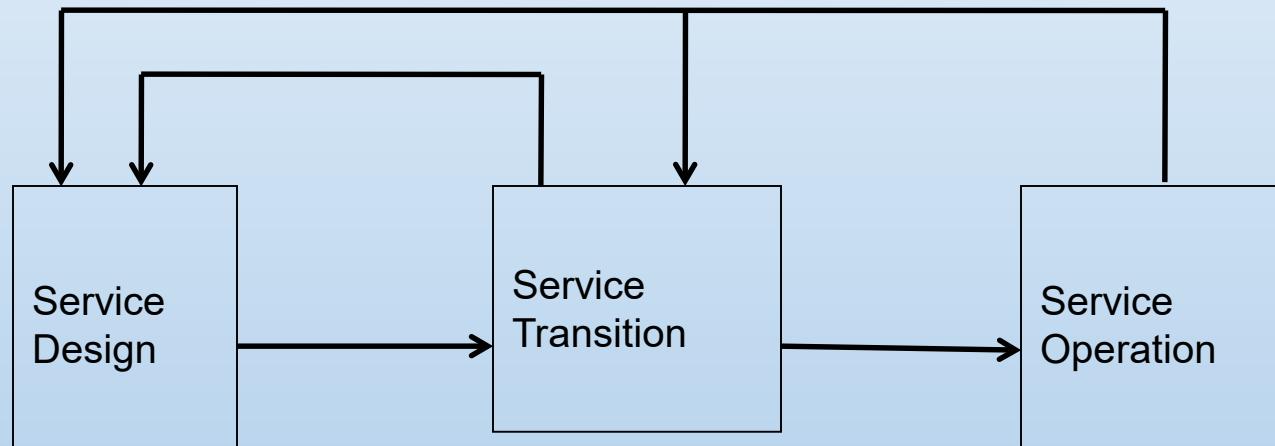
A – Accountable

C – Consulted

I - Informed

# Relationships with other lifecycle phase

Flow of experience & support



# Service Transition ( Review Questions )

- Q1 What are the 5 objectives of service Transition?
- Q2 What is change management? When would you need it?
- Q3 State 5 key activities for handling individual change.
- Q4 What is SACM? Why is it important?
- Q5 What is the use of RACI Model? Give an example for the planning of a project.

# Revision MCQ

- 1 Which is NOT a purpose of Service Transition?
  - A. Ensure that a service can be managed, operated and supported
  - B. Provide quality knowledge of Change, Release and Deployment Management
  - C. Plan and manage the capacity and resource requirements to manage a release
  - D. Provide training and certification in project management
- 2 Which process is responsible for controlling, recording and reporting on the relationships relating to components of the IT infrastructure?
  - A. Service level management
  - B. Change management
  - C. Incident management
  - D. Service asset and configuration management
- 3 Which of the following statements BEST describes the aims of Release and Deployment Management?
  - A. To build, test and deliver the capability to provide the services specified by Service Design
  - B. To ensure that each Release package specified by Service Design consists of a set of related assets and service components
  - C. To ensure that all changes can be tracked, tested and verified if appropriate
  - D. To record and manage deviations, risks and issues related to the new or changed service

# Revision MCQ

- 4 Which is NOT a suitable attribute for a CI within a lab?
- A. PC serial number
  - B. OS version
  - C. LAN cable identification number
  - D. Last preventive maintenance inspection date
- 5 RACI is a tool best suit for \_\_\_\_\_
- A. recording configuration items
  - B. playing computer game
  - C. handling incidents
  - D. task allocation planning
- 6 Knowledge management aims to \_\_\_\_\_.
- A. define all ITIL terms
  - B. assess the capability of IT support staff
  - C. ensure that all knowledge gained during transition are remembered
  - D. support decision making during the service lifecycle