**Online ITIL Service Transition Training Model**

* **Service Strategy course material includes:**
  1. Learning through the Study guides - Twelve hours
  2. Practice through Exercises:
     + Chapter tests - Three hours
     + Evaluation test - Three hours
  3. Practice on APMG Sample Papers - Three hours

The delegates can however take their own time to study different concepts depending upon their individual aptitude, skill sets, experience, and levels of comprehension. The validity of the course, though, would remain to be 3 months and therefore, the course has to be completed within 3 months.  
  
**The ITIL Intermediate Qualification:** Service Transition Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL publication.

1. Study the Chapter guides on ITILstudy.com: Full understanding of Service Strategy terms and core concepts by putting theory into practice, interpret principles and relationships.
2. Chapter Tests and Evaluation Test: The Chapter Tests and Evaluation Tests assess the delegate's degree of understanding of the respective chapter content.
3. Take two full length sample tests from APMG: To get a feel of the actual ITIL Intermediate exam, take the APMG's full length sample tests as part of our online courses and assess your responses with the provided answers to the same.
4. Take the ITIL Intermediate exam: You are ready to take the ITIL Intermediate Certification Exam. All you need to do is contact APMG to book the ITIL Intermediate exam at your preferred location.

Click here:

**ITIL Intermediate Course**

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.  
  
IT Service Management (ITSM) derives enormous benefits from a best practice approach. Because ITSM is driven both by technology and the huge range of organisational environments in which it operates, it is in a state of constant evolution. Best practice, based on expert advice and input from ITIL users is both current and practical, combining the latest thinking with sound, common sense guidance.

**Course Description**

This course provides comprehensive training for anyone involved in provision, support, and delivery of IT Services. It is accredited by, and follows the syllabus specified by the APM Group ([www.apmgroup.co.uk/](http://www.apmgroup.co.uk/)).  
  
**The ITIL Intermediate Lifecycle Qualification:** Service Transition Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management. Service strategy offers guidance on designing, developing and implementing ITIL service management.  
  
This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and enables the candidates to successfully complete the associated exam.

At the end of this course, you will learn:

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

**Target audience:**

This certificate is aimed at Service and Business Managers responsible for planning and implementing services within their organisation. This certification is aimed at:

* Individuals who require a detailed understanding of the ITIL Service Transition 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 Service Transition 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
* Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite

**Prerequisites:**

Candidates wishing to be trained and examined for this certification 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.

To be eligible for the ITIL Intermediate Certification: Service Transition examination, the candidate shall fulfil the following requirements:

* At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organisation (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course / scheme
* There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable
* Hold the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate
* It is also recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Transition book in preparation for the examination

**About the Examination:**

* Completion of the Service Transition Lifecycle course from an Accredited Training Provider is required to sit for the exam.
* The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
* Exam duration is a maximum 90 minutes.
* Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
* Pass score is 28 / 40 or 70%

**Credits:** Upon successful passing of the ITIL Service Transition exam, the student will be recognized with 3 credits in the ITIL qualification scheme.

**Syllabus**

**Introduction to service Transition**

**Service Transition principles**

**Service Transition processes**

**Managing people through service transitions**

**Organizing for service Transition**

**Technology considerations**

**Implementation and improving Service Transition**

**Challenges, critical success factors and risks**