

## **THE ITIL® EXPERT QUALIFICATION: SERVICE TRANSITION CERTIFICATE**

The ITIL® Expert Qualification: Service Transition Certificate – is a free-standing qualification, but also one of six modules that lead to the ITIL Intermediate Expert in IT Service Management. 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 and strategy as documented in the ITIL Service Transition Book.

### **Target Group**

The target group of the ITIL® Expert Qualification: Service Transition Certificate is

- 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 six prerequisite modules.
- Individuals seeking progress towards the ITIL® Advanced Level Certification for which the ITIL® Expert is a prerequisite.

Upon successful completion of the education and examination related to this certification, it is reasonable to expect a better understanding of the content of the ITIL® Service Transition book, which is a key element of the ITIL® Service Lifecycle.

### **Learning Objectives**

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

- Introduction to Service Transition
- Service Transition Principles
- Service Transition Processes
- Service Transition related activities
- Organisation and technology for Service Transition
- Understanding Implementation approaches, Service Transition roles, Challenges, Critical success factors and risks.

### **Prerequisite Entry Criteria**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® V3 Foundation Certificate or ITIL Foundation V2 to V3 Bridge Certificate in IT Service Management which shall be presented as documentary evidence to gain admission.



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## **Eligibility for Examination**

To be eligible for the ITIL® Expert Qualification Service Transition examination, candidates shall fulfill the following requirements:

- Instruction with an accredited training provider based on this syllabus, as part of a formal, approved training course.
- ITIL® Foundation Certificate in IT Service Management.

Before taking the course it is recommended though not required that candidates have exposure to basic concepts in IT and related work experience of around two years. It is also recommended that students should complete at least 21 hours of personal study in preparation for the examination.

## **Syllabus**

The ITIL® Expert Qualification; Service Transition is awarded to those who complete the following six units of study and successfully pass the relevant multiple choice examination. The units cover the topics listed (section numbers from the book are included, with indicative contact study-hours).

### **Introduction to Service Transition**

This unit introduces the candidate to the concepts and terminology in the field of Service Transition.

### **Service Transition Principles**

This unit covers the Service Transition principles.

### **Service Transition Processes**

This unit covers in detail the ITIL processes primarily covered in the Service Transition phase, and briefly describe the relevant activities relating to other ITIL processes, primarily covered in other phases. Specifically, after completing this module, candidates will be expected to demonstrate their understanding of:

- The purpose, goal, objectives and scope; value to business; policies, principles & basic concepts; process activities, methods and techniques; triggers, inputs, outputs & interfaces; information management issues; metrics; challenges, critical success factors & risks; and design issues relating to the key Transition processes.

### **Service Transition common operation activities**

This unit will provide detailed coverage of the ITIL activities primarily covered in the Service Transition phase and to describe the role and requirements of Service Transition in other ITIL processes. Specifically, after completing this module, candidates will be expected to



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demonstrate understanding of nature, purpose and value of activities which support Service Transition.

**Organisation for Service Transition**

This unit considers the roles & responsibilities appropriate within Service Transition and the Service Transition focused processes. It will also cover possible Service Transition organisational structures and their applicability to different circumstances.

**Technology for Service Transition**

This unit covers technology and tools requirements and considerations for the Service Transition processes and activities. After completion candidates will be able to discuss and analyse the technology requirements for the elements of service transition, to support service transition as a whole and to support service transition's integration into the whole lifecycle.

**Critical success factors and risks**

Critical success factors and risks that affect the likely viability of new and changed services.

**Examination Format**

Type Complex Multiple choice, multi-part, scenario based, gradient scored questions  
 Duration Maximum 90 minutes.

Prerequisite: ITIL v3 Foundation Certificate or ITIL v2 Foundation plus Bridge Certificate and completion of an accredited Course from an ITIL Accredited Training Provider  
 Supervised: Yes  
 Open Book: No  
 Pass Score: 65%  
 Distinction Score: 75%  
 Paper Based Examination

**Contact us at:**

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