

HP Education Services Course Description

ITIL V3 Service Transition (HF439)



This 3-day course offers training towards the free-standing Service Transition qualification, but is also one of the Lifecycle modules leading to the ITIL Expert qualification. The course covers all aspects of Service Transition and is based upon the ITIL v3 core book of the same name.

Audience

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.

Prerequisites

Existing holder of the ITIL V3 Foundation Certificate, or an earlier Foundation qualification and an ITIL V3 Foundation Bridge Certificate.

Candidates should have read the ITIL V3 Service Transition book.

Course title: ITIL V3 Service Transition

HP product number: HF439

Category/Subcategory: ITIL/ITSM

Course length: 3 days

Level: Manager/Supervisory

Delivery language: English

To order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Course objective

Upon successful completion of this course participants will:

- Gain a thorough understanding of the managerial and supervisory issues regarding IT Service Transition processes and activities
- Be able to understand the important interfaces between Service Transition and the other stages within the ITIL Service Lifecycle
- Be prepared to sit the formal ITIL Service Transition examination

Benefits to you

- Obtain the new ITIL® Expert Qualification: Service Transition from EXIN, ISEB or APM Group
- Identify the ITIL lifecycle and the fundamental processes involved in Service Transition and how to integrate them into your business' IT service model

Why education services from HP?

- Focus on job-specific skills
- More than 80 training locations worldwide
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- Hands-on practice

Next steps

Other modular courses form the Life-cycle or Capability streams leading to the ITIL Expert Qualification

Detailed course outline

- Introduction to Service Transition
- Service Transition Principles
- Service Transition Processes
- Service Transition Common Activities
- Service Transition Organization
- Service Transition Technology
- Service Transition Critical Success Factors and Risks

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