



Curso ITILST - ITIL Service Lifecycle: Service Transition (ST)

24,00 Horas

Introdução

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The ITIL® ST (Service Transition) course is part of the ITIL® Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® Service Transition Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace.

Público-alvo

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL Service Transition phase of the ITIL core Lifecycle and the affected processes, functions and activities and their application.

Quando completar o curso

Upon successfully achieving the ITIL Service Transition certificate, students earn 3 credits in the ITIL® qualification scheme. Project Management Institute –Professional Development Units (PDUs) = 28

Pré-requisitos

An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment.

Exames

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Duration: 90 minutes

Conteúdo em detalhe

At the end of this course, you will learn:

Service Transition principles

Change Management within Service Transition

Implementation and Improvement concepts

Service Transition Activities and Processes

Designing supporting systems, especially the Service Portfolio

Technology Considerations

Management of Cultural change, risks and value