

ITIL® Intermediate: Service Transition

Management-Level Concepts and Core Information of the Supporting Activities

Service Transition ensures that the strategy requirements which service design used to design the new or changed service are effectively realized through to the delivery of live services in the service operation stage.

Delivery:	e-Learning	Mock Exam:	Included in Course (x2)
Certificate:	Examination (included)	Duration:	21 hours, self-paced
Accredited By:	PeopleCert	Language:	English

Course Overview

The ITIL Service Transition qualification is one of five ITIL Service Lifecycle Courses. Service Transition ensures that the strategy requirements which service design used to design the new or changed service are effectively realized through to the delivery of live services in the service operation stage. It uses the outputs from service design to ensure that service solutions are smoothly migrated to live operation, fulfilling agreed customer and business requirements.

This is an accredited, interactive e-Learning course for students who wish to become certified in ITIL Service Transition. As well as in-depth visual learning content, the online course contains audio and video narratives, quizzes and practice exams.

Who Should Take This Course?

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Service Design at management level, but not specific details about each of the supporting processes.

It is also suitable if you have completed the ITIL Foundation certificate, and you are wishing to advance to higher level ITIL certifications.

Examination

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL® Service Strategy Certificate in IT Service Management.

