

ITIL Service Transition (ITIL Lifecycle Suite)

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The ITIL Service Transition stage of the ITIL service management framework offers global best-practice guidance for IT professionals wishing to introduce new and changed services, ensuring that the value identified in the service strategy is maintained and controlling risks to smooth operations.

ITIL Service Transition describes best practices for managing service change, and helping departments and businesses to transition efficiently, from one state to another. The effect of change on operations, customers, users and the business are all considered in this critical stage of the ITIL lifecycle suite.

This publication represents the combined experience and knowledge of practitioners from across the world. It contains the knowledge and skills needed for any IT, procurement, or quality assurance professional looking to develop expertise in the delivery of change.

Key benefits

• Provides a step-by-step approach to IT service transition, including specifications, configuration, test, release, deployment and every step in between

• Allows for innovation, whilst managing the complexity resulting from change, to prevent undesired consequences

• Introduces the service knowledge management system, to enable people to learn from the knowledge and experience of others

• Demonstrates how to deliver more accurate cost, time and resource estimations, improved cost effectiveness and transition success

Anyone considering ITIL professional accreditation should note that this is the only source from which the ITIL exam questions are taken.

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