

# 2012

## ITIL® Service Transition (ST) Video Training Guide



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### **Document Information**

► Texts with this treatment are Alerts, and indicate important concepts.

Document: Mentored Learning Video Training Guide

Revision date: 2012-02-03

Print date: 2012-02-03

# ITIL® eTrainer

## Mentored Learning Video Training Program

Although this online, web-based course is available to you 24 hours a day, 7 days a week over the span of your license, you must exercise the same diligence and discipline as though you were sitting in a classroom program. The following training plan was designed to help you complete the video, reading and testing components of this ITIL certification program in an orderly fashion.

### Step #1 - Locate the Important Documents Included within your Video Training Program

Please make note of four very important printable documents that are included with your course. If you have difficulty with the printing options please reach out to [support@itsmsolutions.com](mailto:support@itsmsolutions.com) for assistance.

- **Student Manual & Study Guide** – Chapter 1's table of contents of contains a copy of the student manual. The manual includes the instructor slides with amplifying information for each slide, the course syllabus, a glossary along with other support documents. Each video module also includes a student **Study Guide** which can be used to take notes throughout the training program.
- **Syllabus** – The syllabus for each class is located at the back of the student manual.
- **Checkpoint Booklet** – The checkpoint guide provides two very different types of study aids to the student. The multiple-choice quiz helps instill the terminology and knowledge of the subject area while the scenario based exercises help expand the knowledge gained to fit the context of the overall business environment.
- **Sample Exams** – The last section of each course contains sample exams provided by the official accreditor for those students looking to sit the actual certification exam.

### Step #2 - Purchase and read a copy of the ITIL Core Book associated with the classes you are taking

Although not mandatory to sit for the exam, the accreditor strongly recommends that students purchase and read a copy of the ITIL Core book associated with the class being purchased. The reading of the ITIL book will help students prepare for the exam in addition to helping them understand how to apply what they just learned in a real-world environment, ITIL core books can be purchased from our book store @ <http://www.itgovernanceusa.com/category/291.aspx> or at amazon.com

### Step #3 - Join our Online Mentoring Community & Sign Up for our Continuing Education Newsletter

The first step in establishing a connection to the mentoring community is to become a member of the LinkedIn Group “My ITSM Mentoring Community.” You can do this by going online to the professional networking community [www.Linkedin.com](http://www.Linkedin.com), registering as a member (if you are not already a member), and joining the group [My ITSM Mentoring Community™](#). You may go directly to the group by clicking on the “Mentoring Community” link just below the “Login” link on the opening page of the online Learning course.

Once you are a member you can post your questions on the discussion board. The discussion board is monitored daily (9 AM to 9PM Eastern Time) by our team of ITIL Expert Mentors along with other students taking the online training programs. This forum will enable you to get answers to any questions you might have as you go through the program you purchased.

Students should also [register](#) to receive our periodic Do IT Yourself (DITY) continuing education newsletter. Each newsletter provides practical guidance on the key topics associated with ITIL and ITSM. Missed an issue? The DITY™ archive contains all issues organized by topic. Select a topic of interest and browse our archive for all the back-issues.

#### **Step #4 - Follow the Video Training Plan Listed Below**

The training plan below outlines in order the reading, lectures and testing components a student must complete to successfully prepare for the exam. Please refer to them in the order shown below.

If you are attending a scheduled **classroom or blended learning program**, please follow the schedule outlined by your training provider. If you are taking a **remote program**, feel free to set up a training schedule that aligns best with personal and professional schedules.

<b>1. Read the Syllabus Sections Identified in the Video Training Plan</b>
This will help you become familiar with the exam qualification scheme
<b>2. Read the Core Publication Sections Identified in the Video Training Plan</b>
While reading the core books is not mandatory to sit for the exam, the syllabus strongly recommends it as part of it's prerequisite entry criteria
<b>3. Watch the Video Lectures and Reach out to the Community with Questions</b>
Watch the instructor lectures on video, refer to the student manual for amplifying information, reach out to the community with questions, take notes in the workbook & complete all module exams & checkpoints until you score an 80% or higher
<b>4. Take the Sample Exams to Understand your Exam Readiness</b>
Review relevant videos & courseware to shore up problem areas. Reach out to the mentoring community for exam taking advice. Work with the training provider to schedule your exam when you have scored an 80% or higher on the sample exams

# ITIL® Service Transition (ST) Video Training Guide

For each section listed, read the syllabus first followed by the core book section then the video training program

Self-Paced Training Schedule  (set by the student)	Chapter/Lesson/Topic	Read the Syllabus	Read the Service Transition core ITIL book sections listed below  (optional but highly recommended)	Watch Videos	Section Complete  √
				Take Notes in Workbook	
				Refer to Courseware for Amplifying Text	
				Complete End of Chapter Quizzes and Checkpoints	
Dates	Chapter 1: Course Introduction	Section #	Section #	Video #	
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	<b>Lesson 1 Course Organization</b>			1.0	
	Welcome to the Course!	n/a	n/a	1.1	
	Mentoring Community Introductions	n/a	n/a	1.2	
	Why Are You Here?	n/a	n/a	1.3	
	Using Bloom's Taxonomy	n/a	n/a	1.4	
	What do you Expect?	n/a	n/a	1.5	
	Housekeeping Online	n/a	n/a	1.6	
	<b>Lesson 2 Course Conventions &amp; Agenda</b>			2.0	
	Conventions Used	n/a	n/a	2.1	
	Quizzes & Exercises	n/a	n/a	2.2	
	ITIL Qualification Scheme	n/a	n/a	2.3	
	ITIL Intermediate Exams	n/a	n/a	2.4	
	Getting Started with an Online Class	n/a	n/a	2.5	
	End of Chapter Quiz	n/a	n/a	2.6	
	<b>Chapter 2: Service Transition Introduction</b>				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	<b>Lesson 3 Introduction to Service Transition</b>	ST01	1.2	1.0	
	The Service Lifecycle	ST01	1.1.1	1.1	
	Managing Across the Lifecycle	ST01	1.1.2	1.2	
	The Service Transition Model	ST01	1.1.4	1.3	
	Purpose, Goals & Objectives of Service Transition			1.4	
	Scope of Service Transition	ST02	3.1 to 3.1.14	1.5	
	Value of Service Transition	ST02	3.1.1 to 3.1.5	1.6	
	<b>Lesson 4 Principles of Service Transition</b>	SD02	3.1.6 to 3.1.11	2.0	
	Principles	n/a	n/a	2.1	
	Service Transition Governance	ST02	3.1.12 to 3.1.14	2.2	
	Service Transition Management	ST02	3.2	2.3	
	The Service V Model	n/a	n/a	2.4	

Service Transition Quality	ST02	n/a	2.5
Optimizing Service Transition Performance	ST02	n/a	2.6
<b>Lesson 5 Service Transition Summary</b>			<b>3.0</b>
Service Transition Summary	n/a	n/a	3.1
Checkpoint Instructions	n/a	n/a	3.2
End of Chapter Quiz			
Chapter 2 Review			3.3
<b>Chapter 3: Service Transition Processes</b>			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
The Processes of Service Transition	ST03	4.x.	
<b>Lesson 6 Planning &amp; Support</b>			<b>1.0</b>
Introduction	ST03	4.1.1	1.1
Objective	ST03	4.1.1	1.2
Scope	ST03	4.1.2	1.3
Value to the Business	ST03	4.1.3	1.4
Concepts	ST03	4.1.4	1.5
Activities	n/a	n/a	1.6
Develop Transition Strategy	n/a	n/a	1.7
Prepare for Service Transition	n/a	n/a	1.8
Plan & Coordinate Transition	n/a	n/a	1.9
Advise Transition Teams	n/a	n/a	1.10
Support Transition Administration	n/a	n/a	1.11
Monitor Transition Progress	n/a	n/a	1.12
Triggers, Inputs & Outputs	ST03	4.1.6	1.13
Process Relationships	ST03	4.1.6	1.14
Critical Success Factors	ST03	4.1.8	1.15
Challenges & Risks	ST03	4.1.9	1.16
Summary	n/a	n/a	1.17
<b>Lesson 7 Change Management</b>			<b>2.0</b>
Introduction to Change Management	ST03	4.2.1	2.1
Purpose, Goals & Objectives of Change Management	ST03	4.2.1	2.2
Scope of Change Management	ST03	4.2.2	2.3
Value of Change Management	ST03	4.2.3	2.4
Concepts of Change Management	ST03	4.2.4	2.5
Activities of Change Management	ST03	4.2.5	2.6
The Change Advisory Board (CAB)	ST03	4.2.5	2.7
Change Types	ST03	4.2.4	2.8
Change Model	ST03	4.2.4	2.9
Change Proposal	ST03	4.2.4	2.10
Change Process Flow	ST03	4.2.4	2.11
Create & Review a Request for Change	n/a	n/a	2.12
Assess & Evaluate Request for Change	n/a	n/a	2.13

Authorize a Change	n/a	n/a	2.14
Change Authorization Model	ST03	Fig 4.5	2.15
Coordinate Change	n/a	n/a	2.16
Review & Close Change	n/a	n/a	2.17
Standard Change	n/a	n/a	2.18
Triggers, Inputs & Outputs	ST03	4.2.6	2.19
Change Management Relationships	ST03	4.2.6	2.20
Critical Success Factors	ST03	4.2.8	2.21
Challenges & Risks	ST03	4.2.9	2.22
Change Management Summary	n/a	n/a	2.23
<b>Lesson 8 SACM</b>			<b>3.0</b>
Introduction	ST03	4.3.1	3.1
Purpose, Goals & Objectives	ST03	4.3.1	3.2
Scope	ST03	4.3.2	3.3
Value to the Business	ST03	4.3.3	3.4
Concepts	ST03	4.3.4	3.5
Configuration Management System	ST03	4.3.4	3.6
Definitive Media Library	ST03	4.3.4	3.7
Activities	n/a	n/a	3.8
Configuration Activity Model	ST03	Fig 4.11	3.9
Management & Planning	n/a	n/a	3.10
Configuration Identification	n/a	n/a	3.11
Configuration Control	n/a	n/a	3.12
Status Accounting & Reporting	n/a	n/a	3.13
Verification & Audit	n/a	n/a	3.14
Triggers, Inputs & Outputs	ST03	4.3.6	3.15
Process Relationships	ST03	4.3.6	3.16
Critical Success Factors	ST03	4.3.8	3.17
Challenges & Risks	ST03	4.3.9	3.18
Summary	n/a	n/a	3.19
<b>Lesson 9 Release &amp; Deployment Management</b>			<b>4.0</b>
Introduction	ST03	4.4.1	4.1
Objective	ST03	4.4.1	4.2
Scope	n/a	4.4.2	4.3
Concepts	ST03	4.4.4	4.4
Value to the Business	ST03	4.4.3	4.5
Release Package	ST03	4.4.4	4.6
Activities of Problem Management	n/a	n/a	4.7
Planning	n/a	n/a	4.8
Prepare Build, Test & Deployment	n/a	n/a	4.9
Build & Test	n/a	n/a	4.1
Test & Pilot Service	n/a	n/a	4.11
Plan & Prepare for Deployment	n/a	n/a	4.12

Transfer, Deploy & Retire	n/a	n/a	4.13
Verify Deployment	n/a	n/a	4.14
Early Life Support	n/a	n/a	4.15
Review & Close Deployment	n/a	n/a	4.16
Review & Close Service Transition	n/a	n/a	4.17
Triggers, Input & Output	ST03	4.4.6	4.18
Relationships	ST03	4.4.6	4.19
Critical Success Factors	ST03	4.4.8	4.20
Challenges	ST03	4.4.9	4.21
Summary	n/a	n/a	4.22
<b>Lesson 10 Service Validation &amp; Testing</b>			<b>5.0</b>
Introduction	ST03	4.5.1	5.1
Objective	ST03	4.5.1	5.2
Scope	ST03	4.5.2	5.3
Value to the Business	ST03	4.5.3	5.4
Concepts	ST03	4.5.4	5.5
Validation & Testing Process	ST03	Fig 4.31	5.6
Activities	n/a	n/a	5.7
Validation & Test Management	n/a	n/a	5.8
Plan & Design Test	n/a	n/a	5.9
Verify Test Plan & Acceptance	n/a	n/a	5.10
Prepare Test Environment	n/a	n/a	5.11
Perform Test	n/a	n/a	5.12
Evaluate Exit Criteria & Report	n/a	n/a	5.13
Clean Up & Close	n/a	n/a	5.14
Triggers, Input & Output	ST03	4.5.6	5.15
Process Relationships	ST03	4.5.6	5.16
Critical Success Factors	ST03	4.5.8	5.17
Challenges	ST03	4.5.9	5.18
Summary	n/a	n/a	5.19
<b>Lesson 11 Change Evaluation</b>			<b>6.0</b>
Introduction	ST03	4.6.1	6.1
Objective	ST03	4.6.1	6.2
Scope	ST03	4.6.2	6.3
Value to the Business	ST03	4.6.3	6.4
Concepts	ST03	4.6.4	6.5
Evaluation Point Scope	n/a	n/a	6.6
Activities	n/a	n/a	6.7
Service Evaluation Terms	n/a	n/a	6.8
Change Evaluation Process	ST03	Fig 4.33	6.9
Evaluation Plan	n/a	n/a	6.10
Understand Intended Effects of Change	n/a	n/a	6.11
Understand Unintended Effects of Change	n/a	n/a	6.12



	Consider Factors Affecting Change	n/a	n/a	6.13	
	Evaluate Predicted Performance	n/a	n/a	6.14	
	Evaluate Actual Performance	n/a	n/a	6.15	
	Manage Risk	n/a	n/a	6.16	
	Evaluation Report	n/a	n/a	6.17	
	Triggers, Inputs & Outputs	ST03	4.6.6	6.18	
	Relationships	ST03	4.6.6	6.19	
	Critical Success Factors	ST03	4.6.8	6.20	
	Challenges	ST03	4.6.9	6.21	
	Summary	n/a	n/a	6.22	
	<b>Lesson 12 Knowledge Management</b>			<b>7.0</b>	
	Introduction	ST03	4.7.1	7.1	
	Objective	ST03	4.7.1	7.2	
	Scope	ST03	4.7.2	7.3	
	Value to the Business	ST03	4.7.3	7.4	
	Concepts	ST03	4.7.4	7.5	
	DIKW Structure	ST03	4.7.4	7.6	
	SKMS Relationships	ST03	4.7.4	7.7	
	Activities	n/a	n/a	7.8	
	Knowledge Management Strategy	ST03	4.7.4	7.9	
	Knowledge Transfer	ST03	4.7.4	7.10	
	Data & Information Transfer	ST03	4.7.4	7.11	
	Service Knowledge Management System (SKMS)	ST03	4.7.4	7.12	
	Utilization of SKMS	n/a	n/a	7.13	
	Triggers, Inputs & Outputs	ST03	4.7.6	7.14	
	Relationships	ST03	4.7.6	7.15	
	Critical Success Factors	ST03	4.7.8	7.16	
	Challenges & Risks	n/a	4.7.9	7.17	
	<b>Lesson 13 Service Transition Summary</b>			<b>8.0</b>	
	Service Transition Process Summary	n/a	n/a	8.1	
	Checkpoint Instructions	n/a	n/a	8.2	
	End of Chapter Quiz				
	Chapter 3 Review	n/a	n/a	8.30	
	<b>Chapter 4: Common ST Activities</b>				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	<b>Lesson 14 Common Activities</b>			<b>1.0</b>	
	Managing Communication & Commitment	ST04	5.1	1.1	
	Service Transition Communication	ST04	5.1	1.2	
	Communication Planning	ST04	5.1	1.3	
	Communication Strategy	ST04	5.1	1.4	
	Communication Methods	ST04	5.1	1.5	
	Motivation & Communication	ST04	5.1	1.6	

Managing Organization & Stakeholder Change	ST04	5.2	1.7
Management of Change	ST04	5.2	1.8
Strategy & Design of Change	ST04	5.2	1.9
Methods, Practices & Techniques	ST04	5.2	1.1
Tips for Managing Change	ST04	5.2	1.11
Organizational Transformation	ST04	5.2	1.12
Organizational Change Strategies	ST04	5.2	1.13
Overcoming Resistance to Change	ST04	5.2	1.14
Stakeholder Management	ST04	5.3	1.15
Stakeholder Management Strategy	ST04	5.3	1.16
Stakeholder Map & Analysis	ST04	5.3	1.17
Changes in Stakeholder Commitment	ST04	5.3	1.18
<b>Lesson 15 Common Activities Summary</b>			2.0
Common Activities Summary	n/a	n/a	2.1
Checkpoint Instructions	n/a	n/a	2.2
End of Chapter Quiz			
Chapter 4 Review	n/a	n/a	2.3
<b>Chapter 5: Structure, Technology &amp; Implementation</b>			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
<b>Lesson 16 Organizing Service Transition</b>	n/a	n/a	1.0
Introduction	ST05	6.1, 6.2	1.1
Organizational Context	ST05	6.1, 6.3	1.2
Service Transition Roles	ST05	6.4	1.3
Service Owner	ST05	6.4	1.4
Process Owner	ST05	6.4	1.5
Process Manager	ST05	6.4	1.6
Process Practitioner	ST05	6.4	1.7
Service Transition Manager	ST05	6.4	1.8
Planning & Support	ST05	6.4	1.9
Change Management Roles	ST05	6.4	1.10
Change Authority & CAB Roles	ST05	6.4	1.11
SACM Roles	ST05	6.4	1.12
Release & Deployment Roles	ST05	6.4	1.13
Release Packaging & Build	ST05	6.4	1.14
Deployment	ST05	6.4	1.15
Early Life Support	ST05	6.4	1.16
Build & Test Environment Management	ST05	6.4	1.17
Service Validation & Testing Roles	ST05	6.4	1.18
Change Evaluation Roles	ST05	6.4	1.19
Service Knowledge Management	ST05	6.4	1.20
Relationships	ST05	6.7	1.21
<b>Lesson 17 Technology Considerations</b>			2.0

Tools	ST06	7	2.1
Knowledge Management Tools	ST06	7.1	2.2
Collaboration	ST06	7.2	2.3
Communities	ST06	7.2	2.4
Workflow Management	ST06	7.2	2.5
Configuration Management System	ST06	7.3	2.6
<b>Lesson 18 Implementing Service Transition</b>			<b>3.0</b>
Integrated Approach to Service Transition	ST07	8.2	3.1
Implementation Stages	ST07	8.1	3.2
Justifying Service Transition	ST07	8.1	3.3
Designing Service Transition	ST07	8.1	3.4
Introducing Service Transition	ST07	8.1	3.5
Cultural Change Aspects	ST07	8.1	3.6
Critical Success Factors	ST09	9.2	3.7
Challenges	ST09	9.1	3.8
Risks	ST09	9.3	3.9
<b>Lesson 19 Structure, Technology &amp; Implementation Summary</b>			<b>4.0</b>
Structure, Technology & Implementation Summary	n/a	n/a	4.1
Checkpoint Instructions	n/a	n/a	4.2
End of Chapter Quiz			
Chapter 5 Review	n/a	n/a	4.3
Course Closure	n/a	n/a	4.4
<b>Appendix: Service Transition Lifecycle Syllabus</b>			
<b>Appendix: Service Transition Input/Output</b>	ST02	3.3, table 3.1	
Service Transition Inputs & Outputs	ST02	3.3, table 3.1	
Service Transition I/O with Service Strategy	ST02	3.3, table 3.1	
Service Transition I/O with Service Design	ST02	3.3, table 3.1	
Service Transition I/O with Service Operation	ST02	3.3, table 3.1	
Service Transition I/O with CSI	ST02	3.3, table 3.1	
<b>ITIL v3 Glossary</b>	SD01	3.12	
<b>Exam Sample Paper #1 -</b>			
<b>Exam Sample Paper #2</b>			

## Exam Scheduling

Assuming you have scored an 80% or higher on all module exams and sample exams you are now ready to schedule and take your certification exam