

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/72721

ITIL® Service Lifecycle: Service Transition

Deliver your IT projects and services on time, and on budget.

The moment your project and service go live is often the most important part of the project or service itself. A reliable Service Transition will give your IT organization reassurance once its time to go live. This seminar covers the overall concepts, processes, policies, and methods of the Service Transition phase of the Service Lifecycle. Using a scenario-based teaching approach, you will learn how to manage the activities and processes of Service Transition. After finishing the course, you will be well positioned to successfully complete the associated exam which will be offered on the last day of the course at 3:30 pm.

The main process focus areas of this course include:

- Change Management
- Service Release and Deployment Management
- Service Validation and Testing
- Service Asset and Configuration Management
- Knowledge Management
- Service Evaluation

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

What You Will Cover

- Importance of Service Management as a practice concept and Service Transition principals, purpose, and objectives
- How all processes in ITIL Service Transition interact with other Service Lifecycle Processes
- Subprocesses, activities, methods, and functions used in each of the ITIL Service Transition processes
- Roles and responsibilities within ITIL Service Transition and the activities and functions to achieve operational excellence
- How to measure ITIL Service Transition
- Technology and implementation considerations surrounding ITIL Service Transition
- Challenges, critical success factors, and risks associated with ITIL Service Transition

Who Should Attend

IT operations, technical, or IT management personnel requiring more information about ITIL best practices or anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

Special Feature

Prerequisites:

- ITIL Foundation Certification (required)
- Two years of relevant work experience
- To prepare for the end-of-class exam, it is recommended that you review the ITIL Service Transition (ISBN 10: 0113310487) and complete at least 21 hours of personal study

Schedule

- [3] days - \$2,695 Non Members
- [3] days - \$2,695 AMA Members
- [3] days - \$2,695 GSA

Credits

21 PDU

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