

Sample Flash cards for ITIL Examination

Service Transition Scope

Service transition is responsible for assuring that the proposed changes to the operational services can be delivered according to the agreements, specifications and plans within agreed confidence levels.

New or Changed Services

The objective of transition planning & support is to Establish new or changed services into supported environments within the predicted cost, quality and time estimates.

Problem Management & SACM

Problem management and service asset and configuration management processes should be carried out across the service lifecycle in order to measure and reduce the known errors caused by implementing releases into supported environments.

Transition Planning & Support

The objective of transition planning & support is to Ensure that all parties adopt the common framework of standard re-usable processes and supporting systems in order to improve the effectiveness and efficiency of the integrated planning and coordination activities.

Transition Planning & Support Objective

The objective of transition planning & support is to Plan and coordinate the resources to ensure that the requirements of service strategy encoded in service design are effectively realized in service operation.

Transition Planning & Support Scope

The scope of transition planning & support includes Planning the budget and resources needed to fulfill future requirements for service transition.

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Input to Transition Planning & Support

The inputs to transition planning & support are service design package, which includes release package definition and design specification, test plans, deployment plans & service acceptance criteria (SAC), change proposal & authorized changes.

Standard Change

Standard change: A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction.

Output from Transition Planning & Support

The outputs from transition planning & support are transition strategy & budget integrated set of service transition plans

Emergency Change

Emergency change: A change that must be implemented as soon as possible, for example, to resolve a major incident or implement a security patch.

Change Management

The objective of change management is to respond to the customer's changing business requirements while maximizing value and reducing incidents, disruption, and re-work.

Normal Change

Normal change: Any service change that is not a standard change or an emergency change.