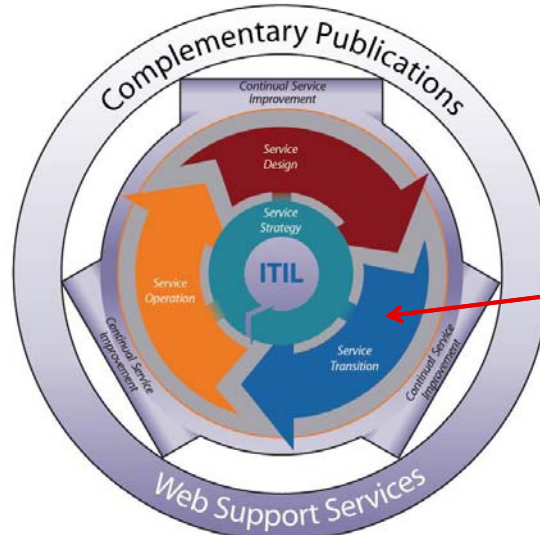


# Service Transition



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- ◆ Accredited ITSM Education Provider
  - ✓ ITIL® Foundation (V2 and V3)
  - ✓ ITIL® Foundation Bridge Course
  - ✓ ITIL® Practitioner, Service Manager
  - ✓ ISO/IEC 20000 certifications
  - ✓ Practical workshops
- ◆ PMI Global Registered Education Provider
- ◆ Public Training Center in Fort Lauderdale, FL
- ◆ Corporate on-site classes
- ◆ Over 10,000 learners trained since 2003

**2007 - Awarded Federal Government Schedule Contract (GSA) allowing ITSM Academy to become a premier provider of ITSM education to the US Government**

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## Service Transition Goals and Objectives

***Plan and manage the capacity and resources for transitioning new and changed services into production within predicated cost, quality and time estimates***



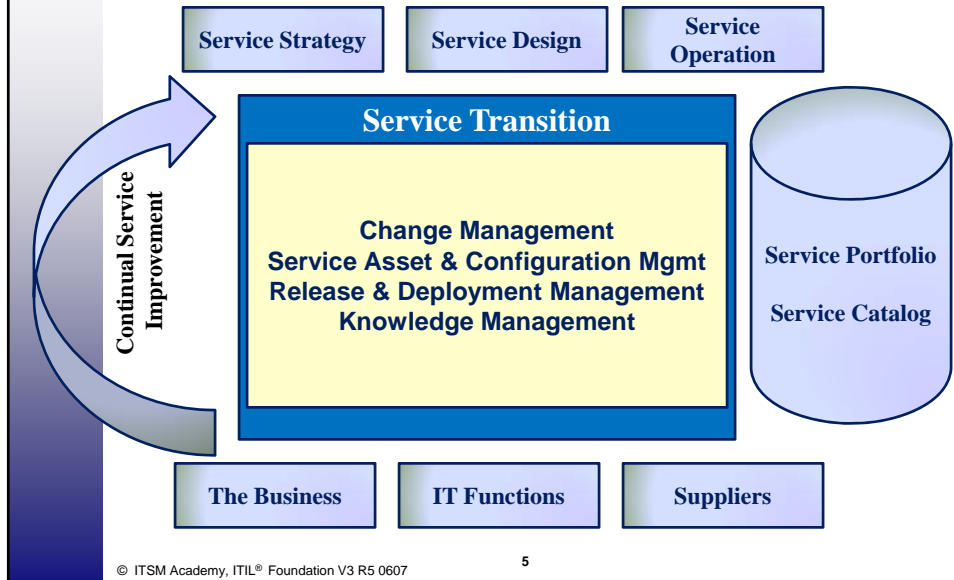
- ◆ Set customer expectations on new or changed services
- ◆ Enable integration of new releases into business projects
- ◆ Align projects with service transition plans
- ◆ Ensure minimal unpredicted impact
- ◆ Reduce known errors in transitioning services
- ◆ Ensure services can be used according to requirements

## Service Transition Value

- ◆ Faster response to new requirements and market changes
- ◆ Increased business success from changes and releases
- ◆ Service levels and warranties for new/changed services
- ◆ Confidence in business and regulatory control compliance
- ◆ Less variation between actual and estimated plans/budget
- ◆ Higher business and customer productivity
- ◆ Understanding risks during and after changes

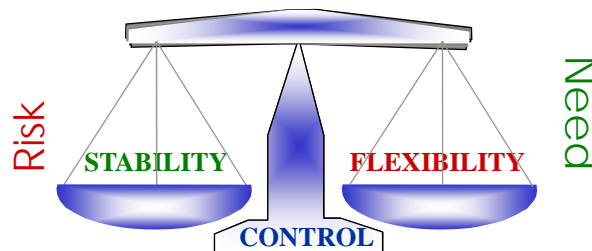


## Service Transition Processes



## Change Management Goals and Objectives

*To manage and control changes to service assets and configuration items throughout the service lifecycle while maximizing value and minimizing disruption*



## Seven Rs of Change Management

- ◆ Who **RAISED** the change?
- ◆ What is the **REASON** for the change?
- ◆ What is the **RETURN** required from the change?
- ◆ What are the **RISKS** involved in the change?
- ◆ What resources are **REQUIRED** to deliver the change?
- ◆ Who is **RESPONSIBLE** for the build, test and implementation of the change?
- ◆ What is the **RELATIONSHIP** between this change and other changes?

*Answers enable the change authority to evaluate changes based on impact, urgency, risk, benefits and costs*

## Service Asset and Configuration Management (SACM) Goals

*Service Asset and Configuration Management provides a logical model of the IT infrastructure by defining and controlling components of services and maintaining accurate configuration records*

- ✓ Comply with corporate governance requirements
- ✓ Control assets
- ✓ Optimize costs
- ✓ Effectively manage changes and releases
- ✓ Resolve incidents and problems faster

***SACM correlates the IT services and IT components (physical and logical) needed to deliver services***

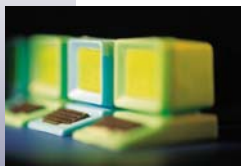
## Configuration Management System (CMS)



- ◆ Holds data about Configuration Items within scope (HW, SW, people, documents)
- ◆ Maintains relationships between service components and incidents, changes, etc.
- ◆ May federate data from several Configuration Management Databases (CMDBs)
- ◆ Includes other data sources (e.g. Definitive Media Libraries)
- ◆ Provides access to central source of data
- ◆ Is used for a wide range of purposes

***The Definitive Media Library  
(formerly the Definitive Software Library)  
is now managed by SACM***

## Release and Deployment Management



- ◆ Align release and deployment plans with customer and business projects
- ◆ Successfully build, install, test and deploy release packages
- ◆ Ensure new or changed services meet requirements
- ◆ Transfer knowledge to enable effective service support, delivery and use
- ◆ Minimize impact on production services, operations and support
- ◆ Satisfy customers, users and service management staff

# Knowledge Management

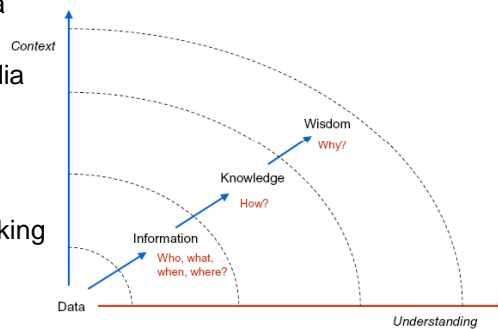
- ◆ Ensure staff have access to knowledge about
  - ◆ Who is currently using their services
  - ◆ Current service consumption
  - ◆ Service delivery constraints
  - ◆ Customer difficulties



**Knowledge Management (KM) improves decision making by ensuring reliable and secure information is available throughout the service lifecycle**

# Knowledge Types (DIKW)

- ◆ **Data**
  - ◆ Discrete facts about events
  - ◆ Captured in databases
- ◆ **Information**
  - ◆ Provides context to data
  - ◆ Stored in documents, reports, email, multimedia
- ◆ **Knowledge**
  - ◆ Includes experiences, ideas, insights, values
  - ◆ Facilitates decision making
- ◆ **Wisdom**
  - ◆ Applies knowledge and puts it in context
  - ◆ Provides strong common sense judgment



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## Questions and Answers



**Thank you for attending**



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