PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Transition Planning & Support Masterclass	**Course Duration**: 1.0 Day
Exam: Not Included	**Exam Type**: No Exam
Qualification: A Certificate Of Attendance will be sent to you via email after you have completed the training course	

Course Syllabus

Our IT Transition Planning & Support Masterclass will cover the following topics:

- The key requirements for effective Service Transition
- Basic concepts
- The importance of Planning
- Key Support activities
- The Service Design Package
- Transition Planning and Support process objectives
- The Transition Planning and Support process down to activity level
- Transition Policies
- Process interfaces and dependencies
- Change Management
- Release & Deployment Management
- Methods and techniques
- Roles and responsibilities
- Stakeholder involvement
- Resource coordination
- The technology
- An implementation/improvement roadmap
- Metrics, KPIs and reporting
- How to communicate the benefits
- Ongoing continual service improvement
- Overcoming current and future challenges

Course Overview

Effective Transition Management is vital in all organisations whatever their size, and the Transition Planning and Support process is a critical component of highly efficient and cost effective Service Transition.

Our one-day IT Transition Planning & Support Masterclass will cover the complete A to Z of Transition Planning and Support. It will inspire you to become a true master of Transition Planning and Support.

Course Learning Outcomes

By the conclusion of this masterclass, participants will have attained a comprehensive grasp of the principles, processes, and best practices underpinning IT Transition Planning & Support. They will be adept at strategizing, coordinating, and managing changes to ensure that IT services transition seamlessly from design and development into live environments, minimising risks and ensuring alignment with business requirements.

Our IT Transition Planning & Support Masterclass will teach you the basic concepts to understand what Service Transition really means.

It will focus on how to achieve the key objectives of Transition Planning and Support and make a huge difference to your organisations capability to manage successful service transitions.

Audience

Our IT Transition Planning & Support Masterclass is ideal for people who are working, or want to work, within the change management area of an organisation in order that they can understand the necessary activities that are undertaken.

Entry-Level Requirements

There are no formal entry-level requirements for our IT Transition Planning & Support Masterclass.

Recommended Reading

There is no recommended reading associated with our IT Transition Planning & Support Masterclass.

What's Included

Our IT Transition Planning & Support Masterclass includes digital course manuals and hand-outs.

Exam Information

There is no formal examination or certificate associated with our IT Transition Planning & Support Masterclass.

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Our IT Transition Planning & Support Masterclass will be flexible for different levels of expertise, from novice practitioners up to experienced specialists.