

## ITIL Service Transition Lifecycle

### **1. Service Transition**

- a. Purpose and Objectives
- b. Scope
- c. Business Value
- d. Context
- e. Processes

### **2. Service Transition Principles**

- a. Policies
- b. Define and Implement a Formal Policy
- c. Implement All Changes to Services
- d. Adopt a Common Framework and Standards
- e. Maximize Reuse of Established Processes and Systems
- f. Align Plans with the Business Needs
- g. Establish and Maintain Relationships with Stakeholders
- h. Establish Effective Controls and Disciplines
- i. Provide Systems for Knowledge Transfer and Decision Support
- j. Plan Release Packages
- k. Anticipate and Manage Course Corrections
- l. Proactively Manage Resources Across Service Transition
- m. Ensure Early Involvement in the Service Lifecycle
- n. Provide Assurance of the Quality of the New or Changed Service
- o. Proactively Improve Quality During the Service Transition
- p. Optimizing Performance
- q. Inputs and Outputs by Lifecycle Stage

### **3. Transition Planning and Support**

- a. Purpose and Objectives
- b. Scope of Transition Planning and Support
- c. Business Value
- d. Policies, Principles, and Basic Concepts
- e. Activities, Methods, and Techniques
- f. Triggers, Inputs, and Outputs
- g. Process Interfaces with Transition Planning and Support
- h. CSFs and KPIs
- i. Challenges and Risks
- j. Roles and Responsibilities

### **4. Service Asset and Configuration Management**

- a. Purpose and Objectives
- b. Scope of Service Asset and Configuration Management
- c. Business Value
- d. Policies, Principles, and Basic Concepts
- e. Activities, Methods, and Techniques
- f. Triggers, Inputs, and Outputs
- g. Process Interfaces with Service Asset and Configuration Management

- h. CSFs and KPIs
- i. Challenges and Risks
- j. Roles and Responsibilities
- 5. Change Management**
- a. Purpose and Objectives
- b. Scope of Change Management
- c. Business Value
- d. Policies, Principles, and Basic Concepts
- e. Activities, Methods, and Techniques
- f. Triggers, Inputs, and Outputs
- g. Process Interfaces with Change Management
- h. CSFs and KPIs
- i. Challenges and Risks
- j. Roles and Responsibilities
- 6. Change Evaluation**
- a. Purpose and Objectives
- b. Scope of Change Evaluation
- c. Business Value
- d. Policies, Principles, and Basic Concepts
- e. Key Terminology
- f. Activities, Methods, and Techniques
- g. Trigger, Inputs, and Outputs
- h. Process Interfaces with Change Evaluation
- i. CSFs and KPIs
- j. Challenges and Risks
- k. Roles and Responsibilities
- 7. Release and Deployment Management**
- a. Purpose and Objectives
- b. Scope of Release and Deployment Management
- c. Business Value
- d. Policies and Principles
- e. Basic Concepts
- f. Activities, Methods, and Techniques
- g. Triggers, Inputs, and Outputs
- h. Process Interfaces with Release and Deployment Management
- i. CSFs and KPIs
- j. Challenges and Risks
- k. Roles and Responsibilities
- 8. Service Validation and Testing**
- a. Purpose and Objectives
- b. Scope of Service Validation and Testing
- c. Business Value
- d. Policies, Principles, and Basic Concepts
- e. Activities, Methods, and Techniques
- f. Trigger, Inputs, and Outputs
- g. Process Interfaces with Service Validation and Testing
- h. CSFs and KPIs
- i. Challenges and Risks

j. Roles and Responsibilities

**9. Knowledge Management**

- a. Purpose, Objectives, and Scope
- b. Business Value
- c. Policies, Principles, and Basic Concepts
- d. Activities, Methods, and Techniques
- e. Triggers, Inputs, and Outputs
- f. Process Interfaces with Knowledge Management
- g. CSFs and KPIs
- h. Challenges and Risks
- i. Roles and Responsibilities

**10. Managing People and Organizing for Service Transition**

- a. Managing Communications and Commitment
- b. Managing Organizational and Stakeholder Change
- c. Organizational Development
- d. Functions
- e. Organizational Context for Transitioning A Service

**11. Technology and Implementation Considerations**

- a. Knowledge Management Tools
- b. Collaboration
- c. Configuration Management System
- d. Integrated Approach to Service Transition Processes
- e. Implementing Service Transition in a Virtual or Cloud Environment

**12. Service Transition Challenges, Risks, and CSFs**

- a. Challenges
- b. Risks
- c. CSFs
- d. External Factors