

# SERVICE TRANSITION



# Service Transition



Development and improvement of capabilities for transitioning new and changed services into operations

SOURCE: ITIL Service Transition Publication, p. 6



**ADMINISTRATIVE  
TECHNOLOGIES**  
*Illinois State University*



# Service Transition Goals



- Set customer expectations of the performance and use of new/changed service
- Enable integration of releases with business services
- Ensure consistent performance of releases
- Reduce known errors and minimize risks during transition
- Ensure releases meet requirements

SOURCE: ITIL Service Transition Publication, p. 16-17



# Service Transition Processes

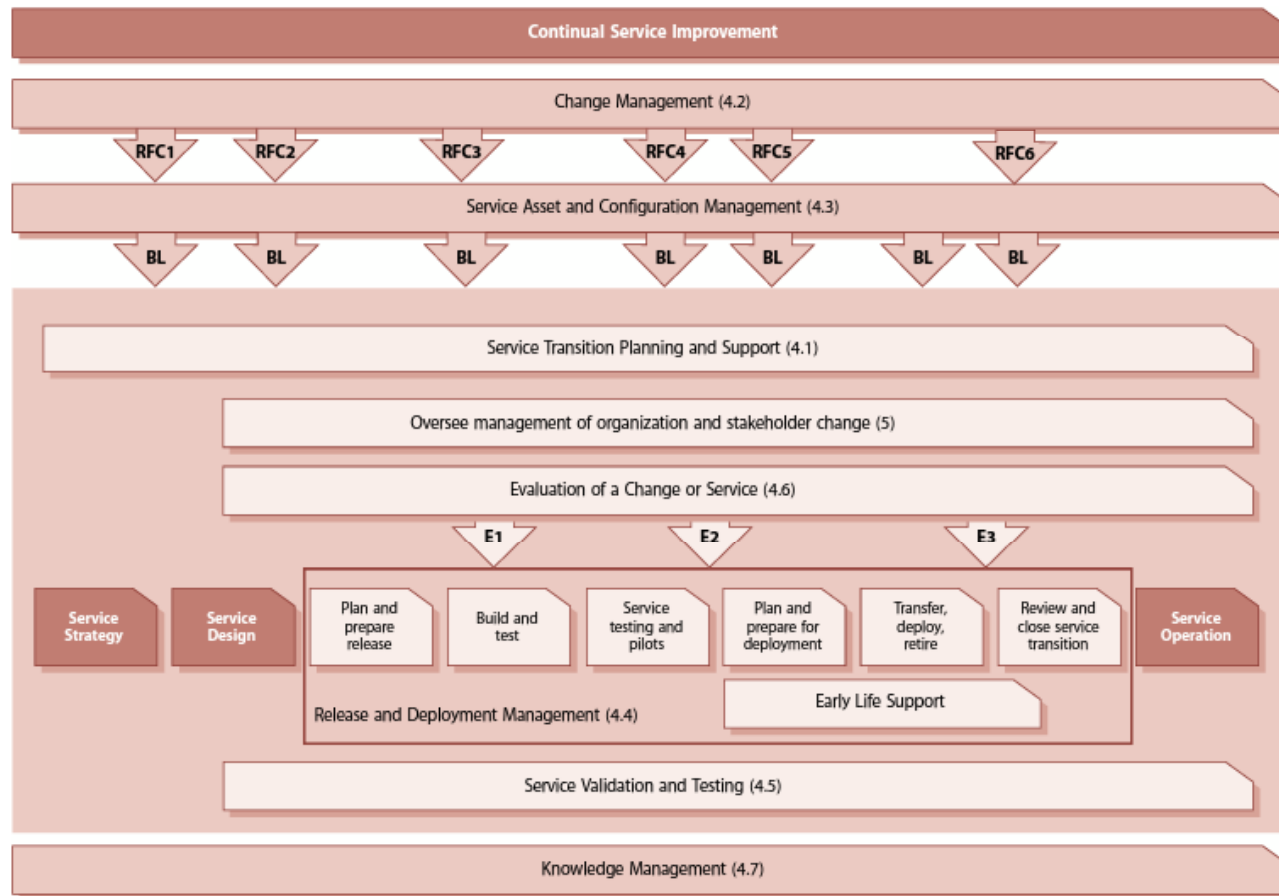


- Knowledge Management
- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Evaluation

SOURCE: ITIL Service Transition Publication, p. 35



# Service Transition Scope



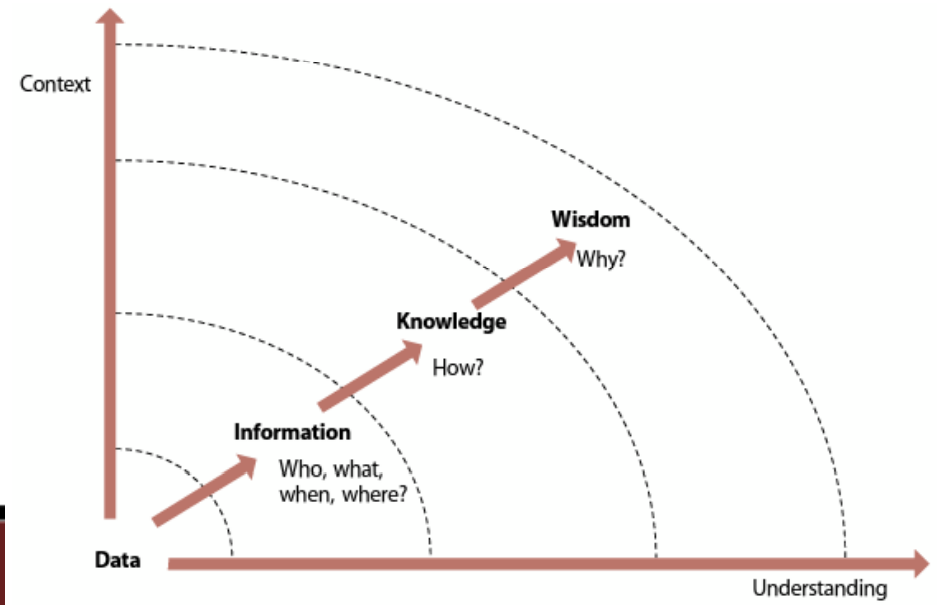
SOURCE: ITIL Service Transition Publication, p. 16



# Knowledge Management



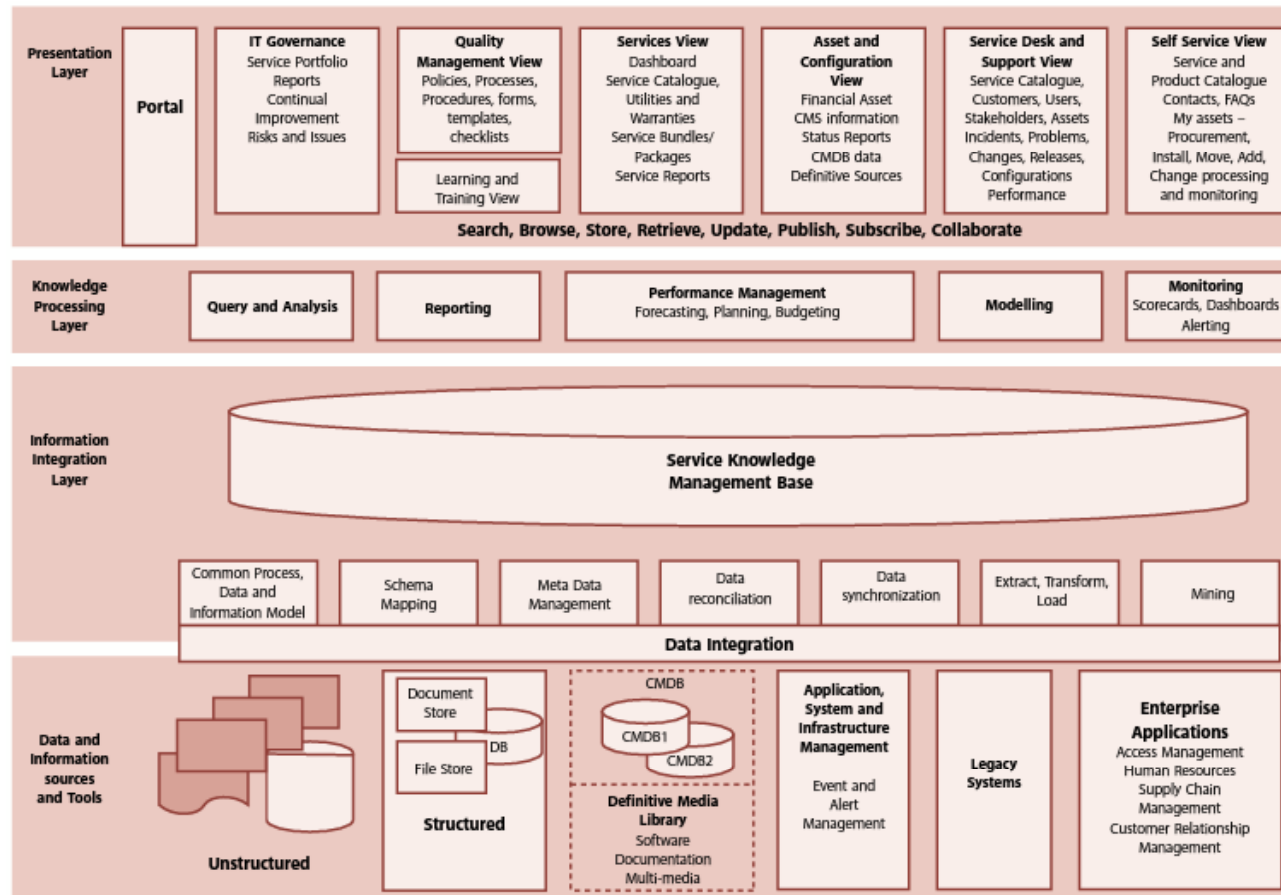
Ensure that the right information is delivered to the appropriate place or competent person at the right time to enable informed decision



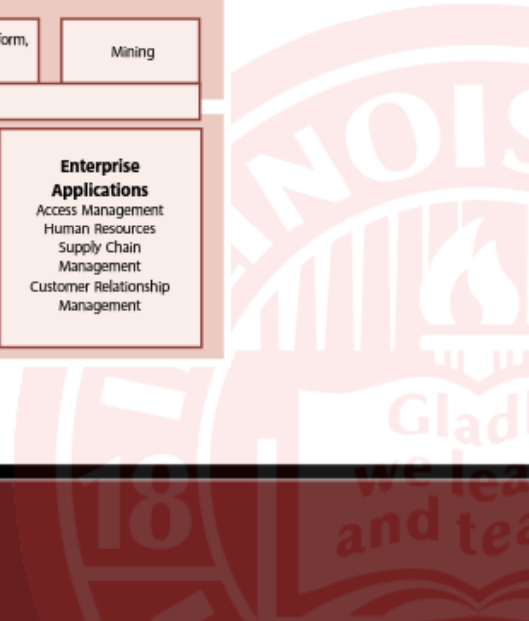
SOURCE: ITIL Service Transition Publication, p. 145, 147



# Service Knowledge Management System



SOURCE: ITIL Service Transition Publication, p. 151



# Transition Planning and Support



- Plan appropriate capacity and resources to release new/changed service into production
- Provide support for transition teams
- Ensure integrity of customer assets, service assets, and configuration throughout lifecycle
- Ensure issues, risks, deviations reported to stakeholders and decision makers
- Coordinate activities across projects, suppliers, and service teams

SOURCE: ITIL Service Transition Publication, p. 35



# Change Management Purpose



- Standardized methods and procedures used for efficient and prompt handling of changes
- All changes are recorded in Configuration Management System
- Overall business risk is optimized

SOURCE: ITIL Service Transition Publication, p. 43



**ADMINISTRATIVE  
TECHNOLOGIES**  
*Illinois State University*

# Change Management Goals



- Respond to customer's changing business requirements while maximizing value and reducing incidents, disruption, and re-work
- Respond to business and IT requests for change that will align services with business needs

SOURCE: ITIL Service Transition Publication, p. 43



# Seven Rs of Change Management

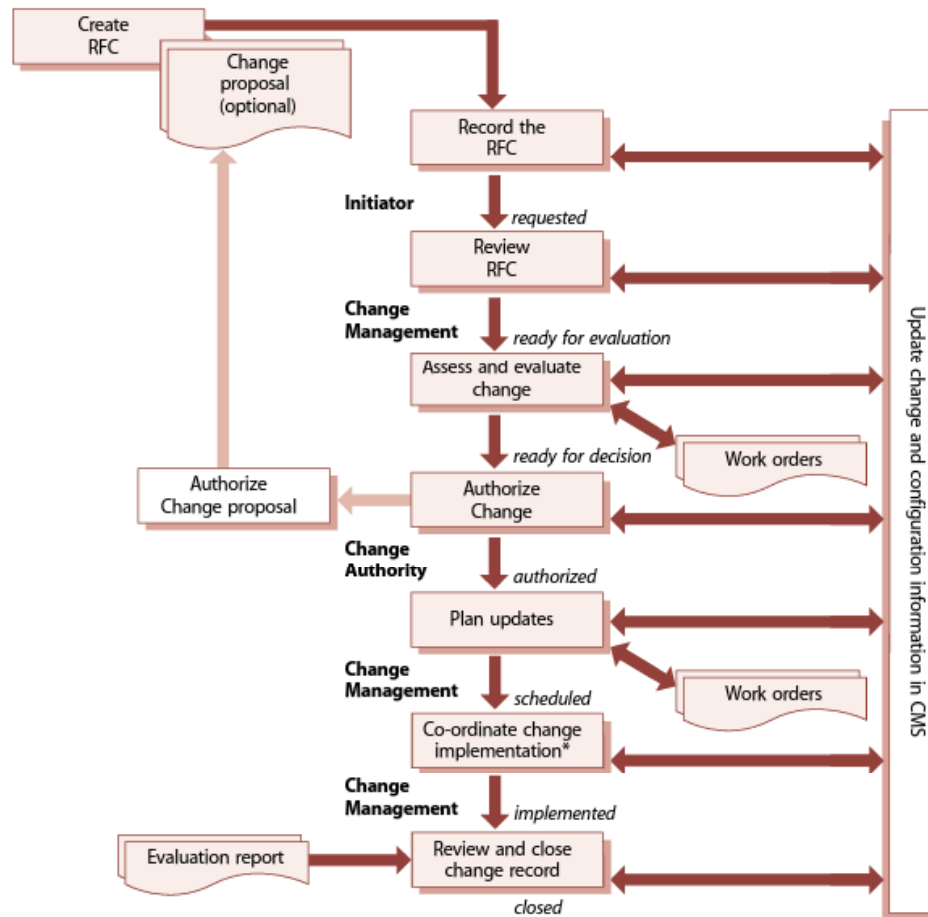


- Who **Raised** the change?
- What is the **Reason** for the change?
- What is the **Return** required from the change?
- What are the **Risks** involved in the change?
- What **Resources** are required to deliver the change?
- Who is **Responsible** for the build, test, and implementation of the change?
- What is the **Relationship** between this change and other changes?

SOURCE: ITIL Service Transition Publication, p. 53

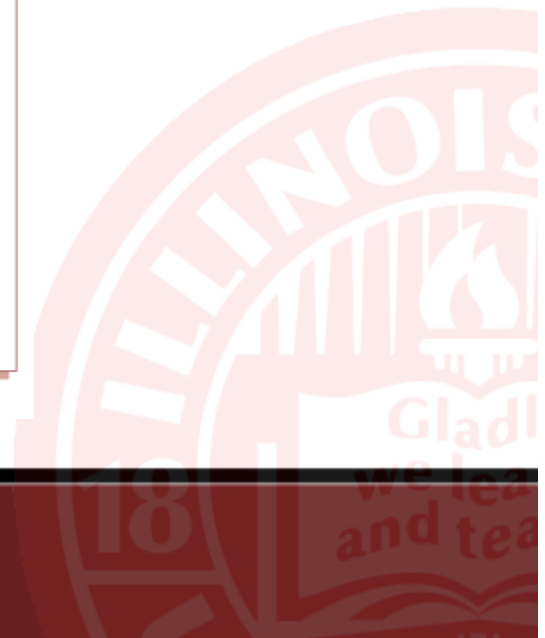


# Change Management Flow



\*Includes build and test the change

SOURCE: ITIL Service Transition Publication, p. 49



# Service Asset and Configuration



- Identify, control, record, report, audit, and verify service assets and configuration items
- Account for, manage, and protect service assets and CIs
- Establish and maintain accurate and complete Configuration Management System
- Support customer control requirements
- Support Service Management processes
- Minimize compliance issues

SOURCE: ITIL Service Transition Publication, p. 65



# Asset Management



- Maintain complete inventory of assets
- Control service assets across the whole service lifecycle from acquisition to disposal

SOURCE: ITIL Service Transition Publication, p. 65



**ADMINISTRATIVE  
TECHNOLOGIES**  
*Illinois State University*



# Configuration Management



- Ensure components of a service, system, or product are indentified, baselined, and maintained
- Provide a model of the services, assets, and infrastructure
- Records relationships and attributes
- May include non-IT assets and attributes

SOURCE: ITIL Service Transition Publication, p. 65



# Configuration Items



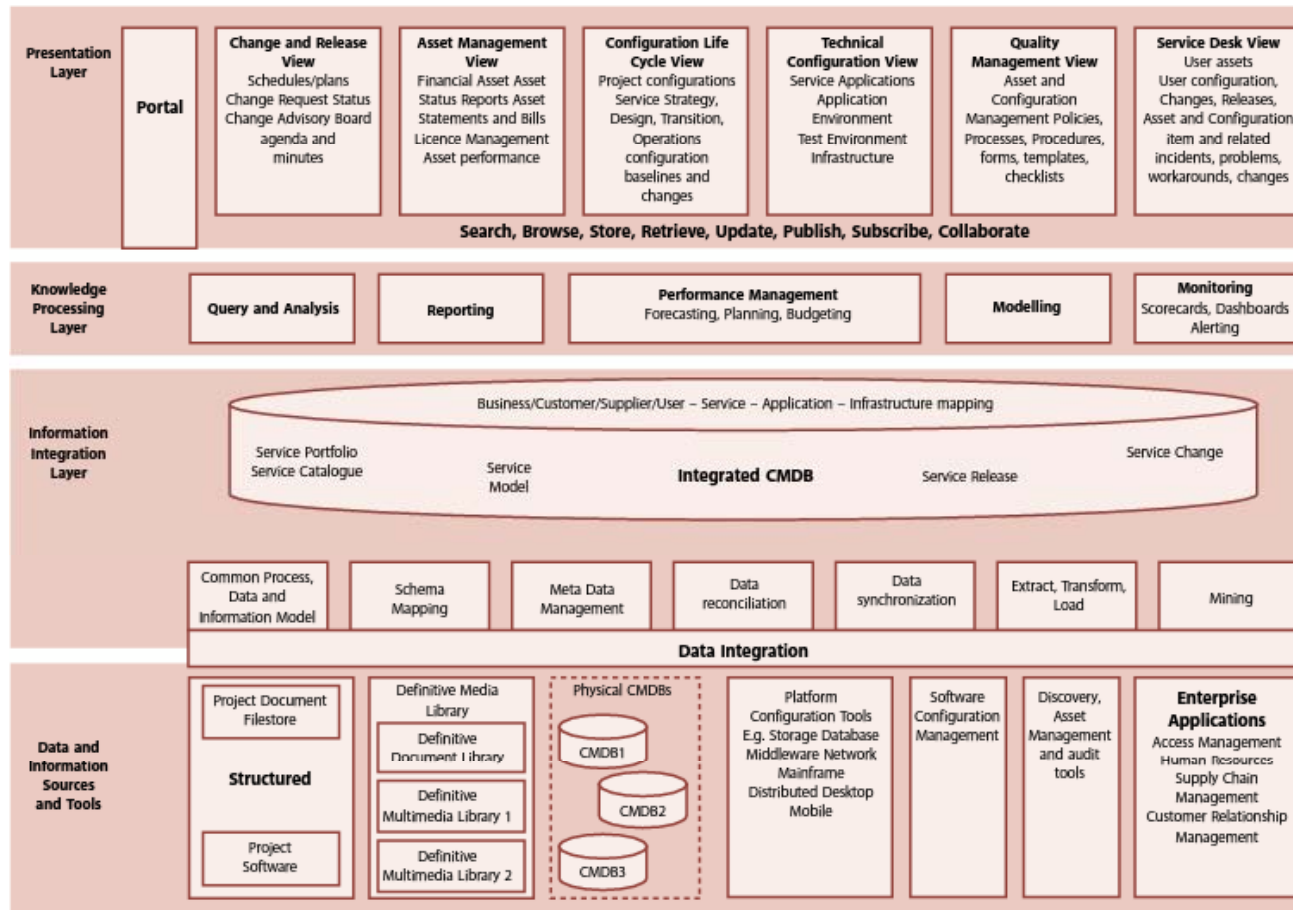
Any component that needs to be managed to deliver an IT service

- Service Lifecycle CIs (business case, plans)
- Service CIs (applications, information, people)
- Organizational CIs (business strategy, policies)
- Internal CIs (software to deliver service)
- External CIs (releases from suppliers)
- Interface CIs (deliver end-to-end service)

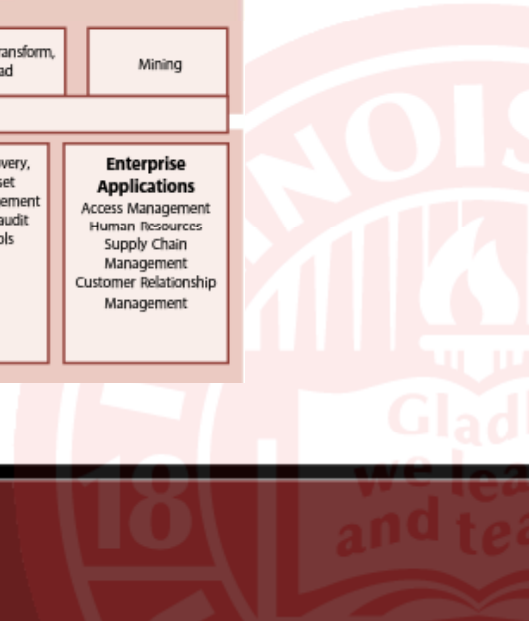
SOURCE: ITIL Service Transition Publication, p. 67-68



# Configuration Management Database



SOURCE: ITIL Service Transition Publication, p. 68



# Definitive Media Library (DMI)



- CMDB describes the CIs
- DMI stores the actual CIs
- Master copies of all software assets
  - Scripts as well as code
  - Management tools and applications
  - Licenses and documentation
- Only source for build and distribution



# Release & Deployment Management



- Clear and comprehensive release and deployment plans
- Release packages can be built, installed, tested, and deployed
  - Efficiently, successfully, and on schedule
  - With minimal impact on production services, operations, and support teams
  - Enabling new/changed services to deliver agreed upon service requirements

SOURCE: ITIL Service Transition Publication, p. 84



# Release & Deployment Management



- Skills and knowledge transfer to enable
  - Customers and users to optimize use of the service
  - Operations and support staff to run and support the service

SOURCE: ITIL Service Transition Publication, p. 84



# Service Validation & Testing



Establishes that the Service Design and release will deliver a new/changed service or service offering that is fit for purpose and fit for use

AKA – Quality Assurance

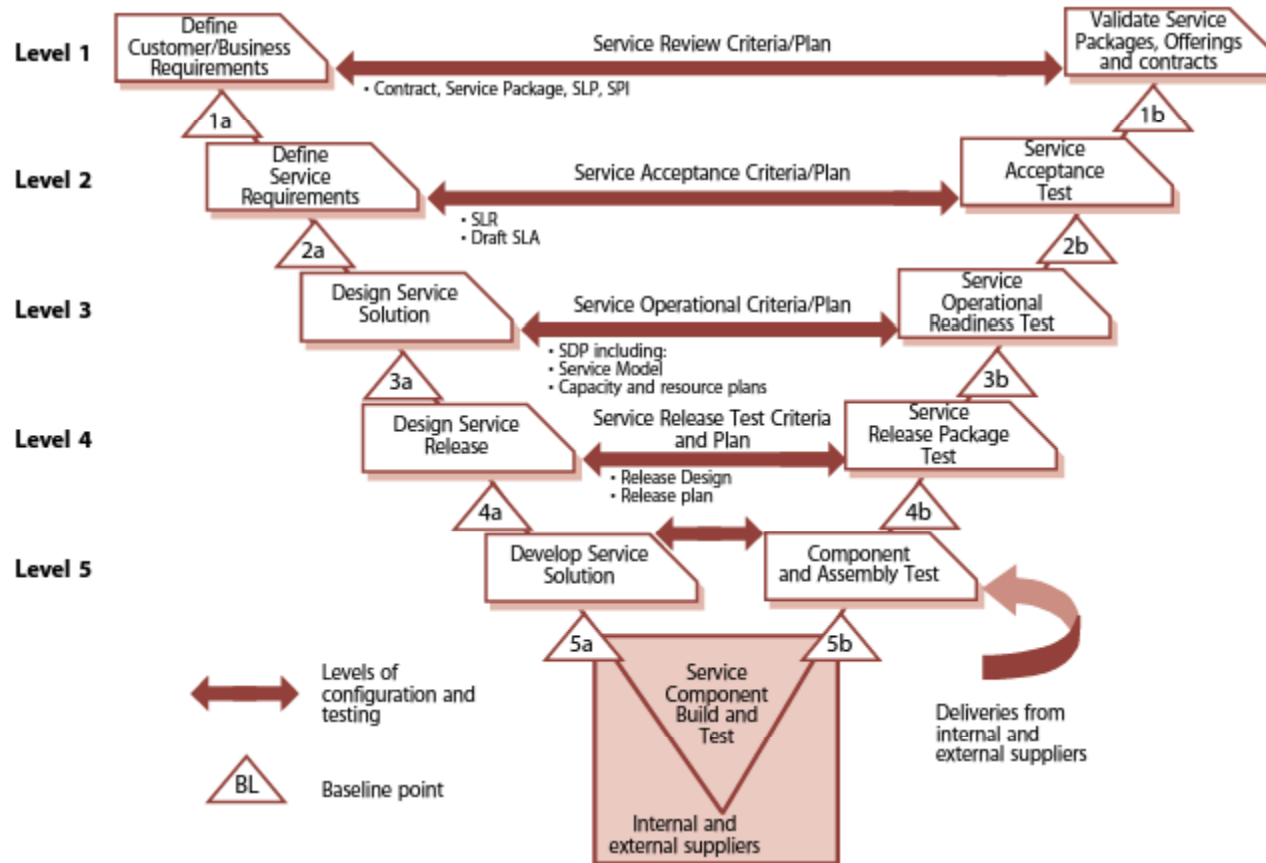
SOURCE: ITIL Service Transition Publication, p. 115



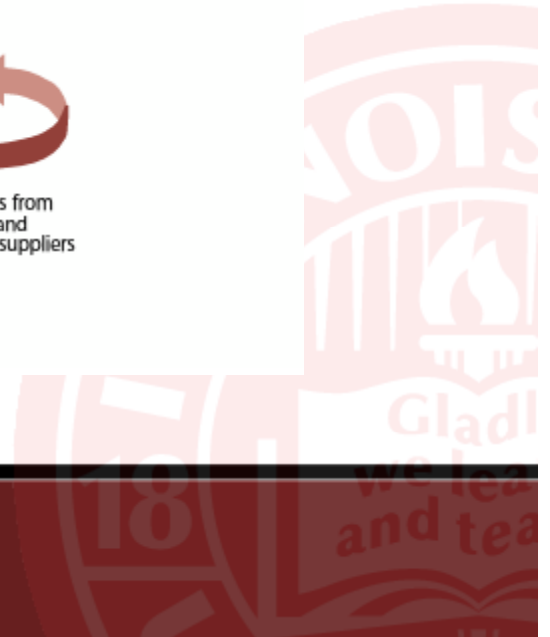
**ADMINISTRATIVE  
TECHNOLOGIES**  
*Illinois State University*



# V-Service Model



SOURCE: ITIL Service Transition Publication, p. 124



# Evaluation



- Provide a consistent and standardized means of determining the performance of a service change in the context of existing and proposed services and IT infrastructure
- Actual performance of change assessed against predicted performance and any deviations between the two are understood and managed

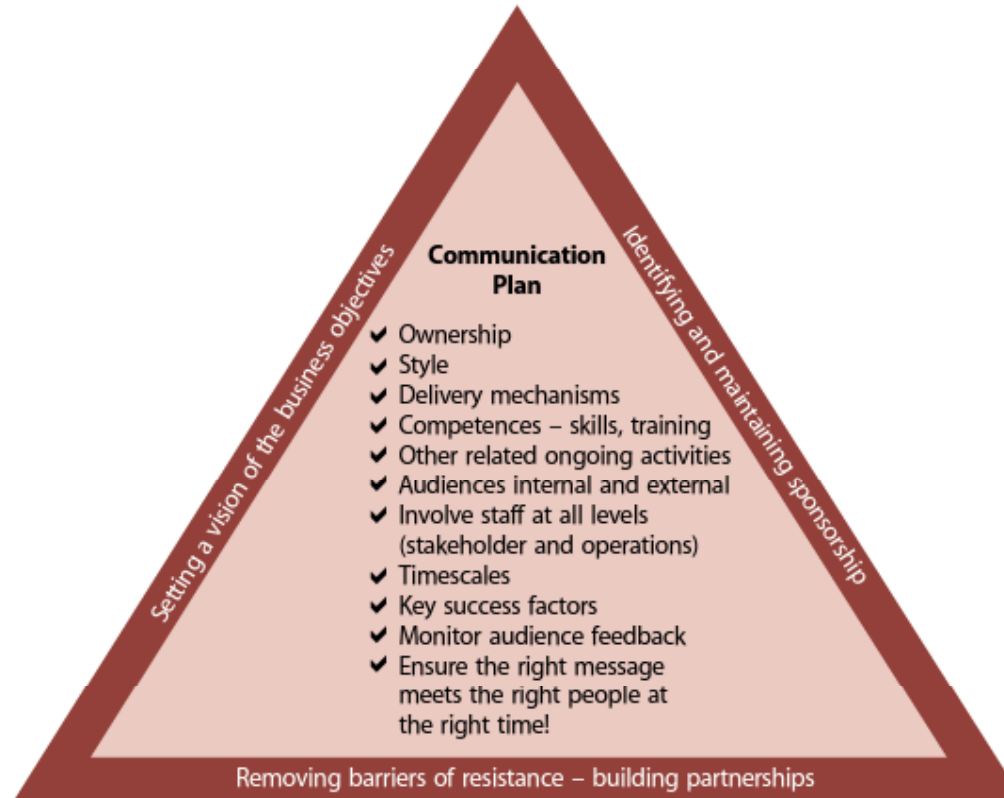
SOURCE: ITIL Service Transition Publication, p. 138



# Communicating During Transition



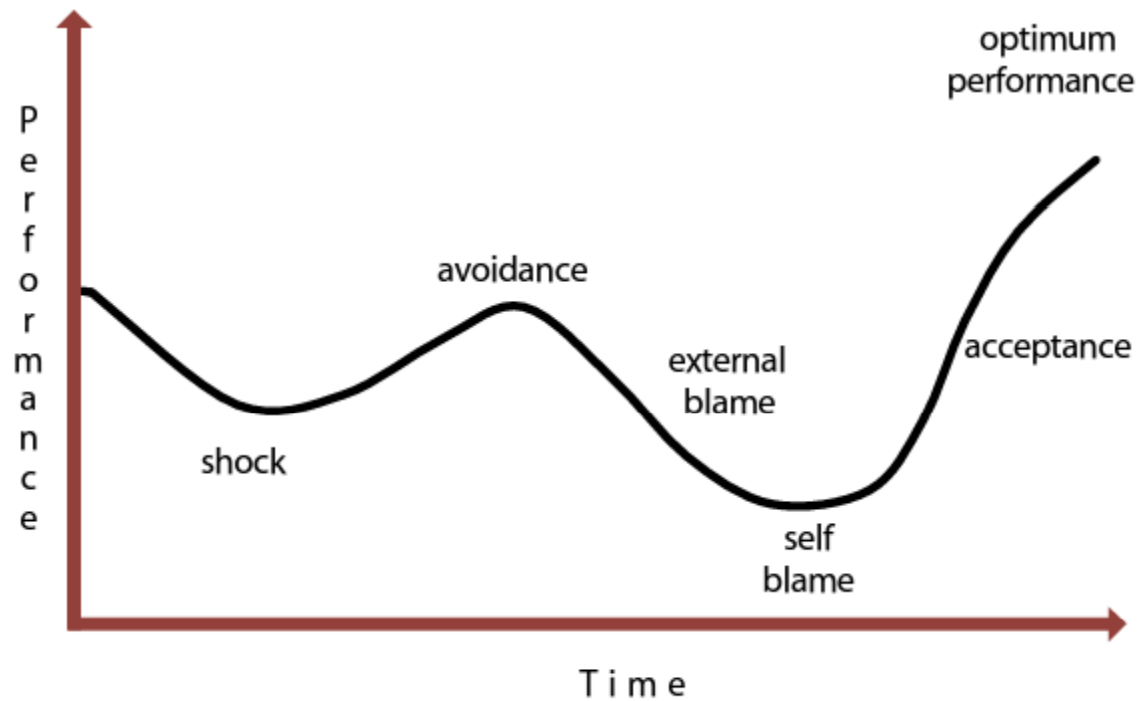
## Communication Strategy



SOURCE: ITIL Service Transition Publication, p. 158



# Emotional Cycle of Change



SOURCE: ITIL Service Transition Publication, p. 162



# Up Next



## Service Operations

