SERVICE TRANSITION
Service Transition

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

SOURCE: ITIL Service Transition Publication, p. 6
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

Continual Service Improvement

Change Management (4.2)

RFC1 RFC2 RFC3 RFC4 RFC5 RFC6

Service Asset and Configuration Management (4.3)

Service Transition Planning and Support (4.1)

Oversee management of organization and stakeholder change (5)

Evaluation of a Change or Service (4.6)

Service Strategy

Service Design

Plan and prepare release
Plan and prepare for deployment
Service Validation and Testing (4.5)

Release and Deployment Management (4.4)

Service Testing and plans

Build and test

Transfer, deploy, retire

Review and close service transition

Early Life Support

Service Operation

Knowledge Management (4.7)

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.
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
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

1. Create RFC
2. Change proposal (optional)
3. Record the RFC
   - Initiator requested
   - Review RFC
     - Change Management ready for evaluation
     - Assess and evaluate change
       - Change Authority ready for decision
       - Authorize Change
         - Work orders
         - Change Authority authorized
         - Plan updates
           - Change Management scheduled
           - Coordinate change implementation
             - Change Management implemented
             - Review and close change record
               - Evaluation report

*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
Configuration Management

• Ensure components of a service, system, or product are identified, baseline, 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
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

- Communication Plan
  - Ownership
  - Style
  - Delivery mechanisms
  - Competences – skills, training
  - Other related ongoing activities
  - Audiences internal and external
  - Involve staff at all levels (stakeholder and operations)
  - Timescales
  - Key success factors
  - Monitor audience feedback
  - Ensure the right message meets the right people at the right time

- Setting a vision of the business objectives

- Identifying and maintaining partnerships

Removing barriers of resistance – building partnerships

SOURCE: ITIL Service Transition Publication, p. 158
Emotional Cycle of Change

- Shock
- Avoidance
- External blame
- Self blame
- Acceptance
- Optimum performance

SOURCE: ITIL Service Transition Publication, p. 162
Up Next

Service Operations