

ITIL® v3 2011- Service Transition

Transition Planning & Control

Advice
Administration
Progress monitoring & reporting

Policies

Kotter's eight steps to transforming your organization

1. Establish a sense of urgency
2. Create a guiding coalition
3. Develop a vision and strategy
4. Communicate the change vision
5. Empower broad-based action
6. Create short-term wins
7. Consolidate gains and produce more change
8. Anchor new approaches in the culture

Work products

Organization model
Competency model detailed design
Individual work-products (assessments)
Education and training

Knowledge Management

Data ⇒ Information ⇒ Knowledge ⇒ Wisdom

Change Management

Changes
Normal
Standard
Emergency

RFC - Request for Change
Change proposal
Change Authority
CAB - Change Advisory Board
ECAB - Emergency CAB

Change Schedule
Projected Service Outage

Create	Raised
Record	Reason
Review	Return
Assess & evaluate	Risks
Authorize build & test	Resources
Coordinate build & test	Responsible
Authorize deployment	Relationship
Coordinate deployment	
Review	

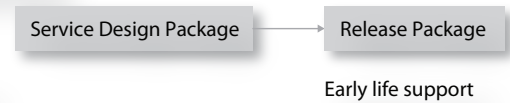
Release & Deployment Management

Approach
Big bang / phased
Push / pull
Manual / automated

Release
Release
Release unit
Release package

Major
Minor
Emergency

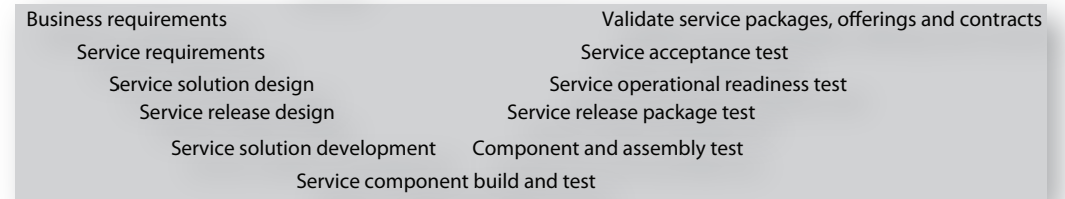
Planning
Build & test
Deployment
Review & close



Service Validation and Testing

Policy
Service quality
Risk
Service Transition
Release
Change management

Testing e.g.
Useability
Accessibility
Performance, capacity and resilience
Backup & recovery
Operability and maintainability
Security



Service Asset & Configuration Management (SACM)

CMDB - Configuration Management Database
CMS - Configuration Management System
SKMS - Service Knowledge Management System
Federated CMDB

Change and release view
Technical configuration view
Service desk view
Configuration lifecycle view

Baseline
Snapshot

Management & planning
Configuration identification
Configuration control
Status accounting and reporting
Verification and audit

SA - Service Asset
CI - Configuration Item
CR - Configuration record
DML - Definitive Media Library

Change Evaluation

Inputs from change management, service design and test
Plan evaluation
Evaluate predicted performance
Evaluate actual performance
Send **evaluation report**

Risk = likelihood x impact
Risk assessment
Mitigation
Residual risk

S - Service provider capability
T - Tolerance
O - Organizational setting
R - Resources
M - Modeling and measurement
P - People
U - Use
P - Purpose