Quick Start—An Overview of ITIL
Service Transition
First things first, what is ITIL?

The only thing standing between you and learning all about the ITIL (AKA IT Infrastructure Library) is learning to speak the language. The phraseology. The fuzzwords. Let’s start with a basic definition and then break it down into five stages. That’s right, five stages you can count on one hand, so you’ll implement ITIL in no time.

Learning ITIL® is not easy. First, there’s confusion. “What the blank is ITIL?” Then comes denial. “Why, ITIL, why?” Next acceptance…and the “I can’t stay awake past one page” phase where your brain shuts off and you fall into an ITIL-induced coma. This shouldn’t happen.

Sure, ITIL can be a bit dry. But this eBook will help you through it. We’ll even throw in a few puns and corny jokes to make sure you’re awake.

So grab a water bottle. Stay hydrated. And turn your brain on to learn ITIL.
How does ITIL work? Five Stages at a Glance

**Service Strategy**
Define needs, assets, and strategy

**Service Design**
Design services and the supporting elements

**Service Transition**
Develop services, the supporting elements, and the methods of implementation

**Continual Service Improvement**
Collect data on performance
Compare to strategy standards
Change for improvement

**Service Operation**
Deploy said services. Includes maintenance, error resolution, and making sure the end-user is happy

You are here.
Stage 3: Service Transition

The service transition stage is where you double-check everything before it goes live. Here you'll go through the processes and planning required to bring services into production and to manage them as they change over time.

Don’t forget to make note of the red words as you continue studying.

Buckle your seat belt and prepare for takeoff.
Translation:

No making changes willy-nilly, with ITIL. Service Transition is responsible for ensuring that all aspects of a new or changed service transition smoothly to the live environment or real world phase, with the minimum impact on the business.

This stage is also responsible for maintaining the integrity of assets because nobody likes to address, stamp, and seal four million letters apologizing to patients after a couple of protected health information filled computers were swiped) and creating a streamlined, repeatable process for future transitions.
Service Transition Processes:

Another important feature of this stage is the management of the Service Knowledge Management System or SKMS (see below). This is where you find answers regarding the history of a service, supplier contracts, tools, solutions to known errors, and so forth.

**A TERM TO LEARN**

**Change Management**

Controls the lifecycle of a change and managing the risks involved, to avoid service disruptions

- Know: Normal, Standard, and Emergency Changes
- Request for Change (RFC)
- RFC Process: Review, classify, authorize, plan, implement

**A TERM TO LEARN**

**Service Asset & Configuration Management**

Keeps track of and managing the assets and configuration items used by the organization, as well as maintaining the CMDB

- **Configuration Item (CI):** Anything that plays a role in delivering the service, including the service itself, support staff, a computer, an instance in a database, etc.
- **Configuration Management Database (CMDB):** Maintains information about CI’s and their relationships to each other
Release & Deployment Management

Plans, designs, schedules, and controls the movement of releases to test and live environments.

- Ensures that the integrity of the live environment is protected and that the correct components are released
- Other responsibilities: Release policy, testing, campaigns for acceptance, training, preparation for the installation
- Release environments: Development, Test, Live

Knowledge Management

- Supports the capture and effective publishing of knowledge, throughout the service lifecycle
- Manages the Service Knowledge Management System (SKMS) which contains the Service Portfolio, Configuration Management Database, Supplier Contract Database, and much more
Two more stages left to review

In the next eBook, you’ll cover the Service Operation stage where the preparation is completed and the launch sequence is activated!

Are we there yet?

- eBook 1: Service Strategy
- eBook 2: Service Design
- eBook 3: Service Transition
- eBook 4: Service Operation
- eBook 5: Continual Service Improvement
ITIL at a Glance—A Quick Review

For those of you who are short on time, here you’ll find all of the concepts covered in this eBook series (as well as some additional ITIL facts) in a simple chart. Use this cheat sheet for reviewing the main concepts.

The 50,000 ft. view of ITIL.