

SERVICE TRANSITION - TRANSITION PLANNING & SUPPORT (PROJECT MANAGEMENT)

“Master the Art of Coordinated Service Transition – Deliver Projects with Precision and Confidence.”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

Introduction

Transition Planning & Support is a pivotal ITIL® Service Transition process that ensures all changes and releases are efficiently coordinated and delivered into the operational environment. This course empowers professionals with the skills to plan and manage the transition of new or modified services, integrating project management principles with IT service frameworks for flawless execution.

Objectives

- By the end of this course, participants will be able to:
- Understand the scope and purpose of Transition Planning & Support (TPS)
 - Develop integrated service transition plans aligning with business projects
 - Manage resources, schedules, and dependencies across multiple service transitions
 - Apply risk management and quality assurance throughout service transitions
 - Align TPS activities with change, release, and project management practices

Why Attend

This course is ideal for professionals responsible for bridging the gap between service development and operations. It helps establish structured planning processes, enabling successful deployments, minimal disruptions, and satisfied stakeholders.

Target Audience

- Project Managers and Transition Managers
- Service Delivery Managers
- Change, Release, and Configuration Managers
- PMO and Portfolio Managers
- ITIL® and ITSM Practitioners
- Service Designers and Solution Architects

Individual Benefits

- Develop advanced transition planning and project coordination skills
- Minimize risk and service disruption during transitions
- Strengthen cross-functional collaboration across IT teams
- Be prepared for leadership roles in IT service transition

Organizational Benefits

- Streamlined transition planning integrated with project delivery
- Fewer delays and misalignments between service design and operations
- Improved service reliability and stakeholder confidence
- Higher success rates in new service introductions and upgrades

Instructional Methodology

- Instructor-led sessions with group workshops
- Transition planning simulation exercises
- Templates for transition plans, risk logs, and checklists
- ITIL®-aligned case studies and project management integration

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to Service Transition & Project Alignment

- Module 1: Overview of ITIL® Service Transition Framework (07:30 – 09:30)
- Module 2: Purpose and Scope of Transition Planning & Support (TPS) (09:45 – 11:15)
- Module 3: Role of TPS in Project Lifecycle and Service Introduction (11:30 – 01:00)
- Module 4: Stakeholder Roles, Governance Structures, and Collaboration (02:00 – 03:30)

Day 2: Integrated Planning and Service Readiness

- Module 1: Building a Transition Project Plan – Key Components (07:30 – 09:30)
- Module 2: Alignment with Change, Release, and Deployment Plans (09:45 – 11:15)
- Module 3: Resource Planning and Scheduling Techniques (11:30 – 01:00)
- Module 4: Readiness Assessment Frameworks & Checkpoints (02:00 – 03:30)

Day 3: Risk, Issue, and Dependency Management

- Module 1: Identifying and Documenting Transition Risks (07:30 – 09:30)
- Module 2: Managing Dependencies Across Teams and Systems (09:45 – 11:15)
- Module 3: Issue Escalation, Resolution, and Communication Paths (11:30 – 01:00)
- Module 4: Interactive Scenario – Managing Transition Risk (02:00 – 03:30)

Day 4: Transition Execution and Coordination

- Module 1: Coordinating Multiple Transitions Across Releases (07:30 – 09:30)
- Module 2: Monitoring Transition Progress – Metrics & KPIs (09:45 – 11:15)
- Module 3: Managing Contingency Plans and Rollbacks (11:30 – 01:00)
- Module 4: Midweek Group Exercise: Drafting a Full Transition Timeline (02:00 – 03:30)

Day 5: Validation, Review, and Continuous Improvement

- Module 1: Post-Transition Review and Lessons Learned (07:30 – 09:30)
- Module 2: Continual Improvement Planning in TPS (09:45 – 11:15)
- Module 3: Final Group Workshop – Create an End-to-End Transition Plan (11:30 – 01:00)
- Module 4: Presentations, Course Recap, and Certification Wrap-up (02:00 – 03:30)

Certification

Participants who successfully complete the course will receive a **Certificate of Completion in Transition Planning & Support (Project Management)** aligned with ITIL® Service Transition principles. This can also support credits toward ITIL® intermediate or practitioner-level certifications.

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