

Topic: Understanding the Value of Service Transition Management

For many years there has been a barrier between Development and IT Support which significantly impacts the quality of existing services. This is largely caused by a lack of communication of requirements, lack of clearly defined processes and quality gates, and late engagement with IT Support. The Business Sponsors have long ago grown tired of the inevitable finger pointing of blame and see this solely as an IT issue. This has been addressed in ITIL V3 by the introduction of full Lifecycle Management of IT Services and a more holistic approach to the delivery of new and changed IT Services into the Live Environments.

Service Transition Management is all about balancing the needs of the business against the risks of impacting existing services. The new ITIL V3 Service Transition processes bridge the gap between Development and Run Communities, acting as an enabler to solve the key dilemmas facing Programme Managers & IT Service Managers in today's challenging economic times.

This one day seminar is a master class in "how to succeed in the introduction of Service Transition Management" providing several real examples from leading end user members. They will show how, through the introduction of key controls and processes, Programme Managers and Service Managers can meet their key objectives to deliver on time, with quality assurance, whilst reducing development costs and ultimately reducing the Total Cost of Ownership. This is a must for Programme Managers and Service Managers who are keen to see a difference in the way that major projects are delivered in their organisations and a chance to meet like-minded professionals, keen to share their experiences.

Agenda

09:30 – 10:30 Registration/ Exhibition
10:30 – 10:45 itSMF Overview
10:45 – 11:30 David Papworth
11:30 – 12:15 Simon Adams
12:15 – 13:00 Lunch / Exhibition

13:00 – 13:45 Robert Luke
13:45 – 14:30 David Whapples
14:30 – 15:00 Tea / Exhibition
15:00 – 15:45 Panel Q&A
15.45 Concluding remarks

Presentations

**David Whapples & Chris Codrai,
VocaLink**

"Service Transition in Action"

On 27th May 2008, VocaLink delivered the Faster Payments service, connecting 13 member banks allowing them to transfer money between each other in near real time. This was the first new payment service to be introduced to the UK for more than 20 years. The session will focus on the planning, controls, procedures and measures that were put in place to ensure each of the very different organisations involved delivered a successful new services without impacting existing payment and card services.

**Robert Luke - Service Transition
Manager, Unilever**

***"Transitioning to Service
Transition"***

Robert will share with us his experience in Unilever as he moves from ITIL 2 to ITIL 3. Having been given an opportunity to review the Service Management processes in early 2008, the choice was made to migrate from a v2 way of thinking to v3.

**David Papworth – Senior
Consultant, HP**

***"Service Transition - Mind the
Gap!"***

This presentation describes the role of a Service Transition Manager, the main functions of the job and how this role can quickly be adapted and integrated into any

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organisation to speed up the delivery of major business change, whilst significantly reducing the risk of deployments. Acting as the facilitator between Development and Run teams and providing a great career path for Service Managers with a technical background.

Simon Adams - Service Management Process Architect, Lloyds TSB Group
"Service Requirements - What to Validate & Evaluate to ensure Fit for Purpose"

Service Requirements define the criteria by which you can assess if a new or changed service can be operated and managed to the SLA agreed with the customer. Often the focus is on functional or business requirements and it's often left to the service end of IT to fix everything else once the project/development has been implemented. But getting these requirements right and ensuring they are delivered is a challenge many organisations face trying to implement a Service Transition policy and framework. The presentation will provide an insight in to service requirements and how to implement them based on the model used in Lloyds TSB.

The fee for a member is £185.00 + VAT and the non-member rate is £285.00 + VAT. (Please note that membership discounts will only apply once the membership has been activated upon payment). Booking Terms & Conditions apply - see online booking form or contact the office for further details.

To book you place visit www.itsmf.co.uk or contact the Events team on: +44 (0) 118 918 6500

Upcoming Seminars

17th March 2009

Topic: [Service Catalogue](#)
Venue: National Space Centre, Leicester

13th May 2009

Topic: [Customer Satisfaction in Challenging Times](#)
Venue: Bristol Zoo Gardens, Bristol

18th June 2009

Topic: [Implementation & CSI](#)
Venue: Hilton Hotel, Belfast

22nd September 2009

Topic: [The Human Factor](#)
Venue: Ascot Racecourse, Ascot

3rd December 2009

Topic: [Putting the Service Lifecycle into Practice](#)
Venue: The Lowry Hotel, Manchester