

Overview

This standard is about performing digital service transition.

Service transition involves migration of digital services from their design and development stages to live operations. This includes coordinating the planning, testing and deployment of digital services with minimal impact on organisational operations. This also includes providing overall management of service transitions along with ensuring the quality and availability of solutions as part of a successful transition.

This standard is for those who need to perform digital service transition as part of their duties.

Performance criteria

You must be able to:

1. Develop service transition plans encompassing all phases of the service lifecycle in line with organisational requirements
2. Engage with stakeholders to agree service transition delivery plans
3. Conduct evaluations to assess the impact of service transition changes on existing services
4. Design and oversee testing of service implementations prior to release to verify functionality and reliability
5. Develop service deployment strategies that minimise disruption to ongoing operations
6. Collaborate with release management teams to facilitate smooth transition of digital services into production environments
7. Identify and assess potential risks associated with service transitions to formulate effective mitigation plans
8. Maintain accurate and up-to-date documentation on service transition activities in line with organisational procedures
9. Produce reports that detail service transitions and issues encountered in line with organisational requirements

Knowledge and understanding

You need to know and understand:

1. The fundamental principles and concepts of digital service transition
2. IT service management frameworks and their practical application
3. The service transition lifecycle and its role within IT service management deployments
4. The activities involved in each phase of service transition and how to apply them
5. Industry-standard project management methodologies and tools and how to apply them in service transition
6. The relationships and dependencies between service transition and other IT service management processes
7. Industry-standard tools and techniques used to support service transition and how to apply them
8. How configuration management and version control are utilised in service transition.
9. Industry best practices used to facilitate smooth transition of services from development to production
10. How to communicate complex service transition information to non-technical stakeholders
11. How to analyse the impact of changed services on organisational operations
12. How to identify and assess potential risks associated with service transitions
13. How to develop mitigation plans and strategies to address service transition risks
14. How to develop service transition plans that meet technical requirements and resource constraints
15. How to design and implement testing strategies to validate the functionality and performance of new or modified services
16. How to evaluate service implementation test results to make informed decisions on service readiness to go live
17. How to develop deployment strategies that provide smooth transition of services into operational environments
18. The importance of collaborating with release management teams for controlled release of service changes
19. The importance of effective stakeholder communication throughout the service transition lifecycle

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20. How to maintain accurate and up-to-date documentation related to service transition activities

21. How to produce reports to communicate service transition activities and issues relevant to stakeholders

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