

<b>Role Title</b>	Service Transition Manager
<b>Reports to</b>	Service Design & Transition Manager
<b>Directly Supervises</b>	
<b>Total team size</b>	2

**Role Purpose**

Work with the Service Design & Transition Manager to develop and manage the Service Design & Transition offering within the BTS. Having full accountability for the full lifecycle of the ITIL Service Design & Transition ensuring projects are introduced to live operations in a supportable way. Help define a strategy and inspire a shared vision to transform the BTS Project Handover into Live Service Framework, in line with the BTS vision and values.

**Key Accountabilities:**

- Helps develop the ABF Service Design and Transition Process and Artifacts.
- Help with the creation and execution of an end-to-end Service Design & Transition Process in line with ITIL best practice
- Help create of all relevant ITIL Service Design and ITIL Service Transition artifacts like Service Design Documents, Service Transition, Support Models and Introduction Plan, Risk Management etc
- Work closely with all areas of Service Delivery in order to understand and represent their views and protect their processes in broader discussions concerning technology changes
- Work closely with focused business areas in order to gain an understanding of any requirements on IT, which they may have
- Provide a single point of contact for IT within IT-Service Delivery for all IT Programmes and Projects, facilitating further discussion with subject matter experts where appropriate
- Provide guidance in agreeing roles and responsibilities for new/changed services and ensure projects deliver a comprehensive RACI Matrix
- Agree and manage the Service Acceptance Criteria to be delivered as part of the project. Ensuring both Project and Support Teams are held accountable for the delivery and acceptance of project tasks.
- Management of Early Life Support, ensuring the defined Success Criteria has been met and signed off
- Assess activities for new IT engagements to ensure the Project and Programme management teams enabling prioritisation and financial management of across IT
- Capture accurate costs of delivery & support

**Essential Skills, Knowledge & Experience:**

- Significant experience in ITIL Service Design and Transition
- Has developed an ITIL Service Transition process from inception
- Can define and develop a Service Design Package and has successfully transitioned complex IT Projects in Live Support
- Significant experience of capturing, documenting and analysing IT requirements
- Proven ability to influence cross-functional teams without formal authority
- Excellent Stakeholder management skills; able to successfully influence a range of stakeholders from Technical & Operational Team Leads to Director Level
- Used to acting on own initiative and taking ownership of projects or issues

**Personal Attributes:**

- Strong team player with ability to collaboratively deliver results
- Strong communication and presentation skills in a variety of formats to different technical levels and audience types

**Desirable Skills, Knowledge & Experience:**

- Qualification to ITIL v3 or v4 to Foundation Level or above
- 5 Years experience in Service Transition
- Experience in working in Service Management and understanding key Transition activities

**Other requirements of the role:**