

## **ITSM/ITIL Implementation Workshop: Release & Control**

### **Course Summary**

#### **Description**

This "how to" workshop helps IT practitioners acquire the skills to plan and implement the Release & Control process areas (Change, Configuration & Release Management). Delivered over four days the course features lectures, discussion, team exercises and quizzes. Highlights of the program include producing a Release and Control process design, integration and technology requirements plan.

#### **Topics**

- Continuous Service Improvement
- ITSM Concepts
- Process Maturity Framework
- Process Concepts
- Project Concepts
- Process Guides
- Goal-Question-Metric (GQM)
- GQM Lab
- Configuration Management – Activity Review
- Configuration Management – Managing Activities
- Configuration Management – Organizing Activities
- Configuration Management – Optimizing Activities
- Configuration Management – Lab
- Change Management – Activity Review
- Change Management – Managing Activities
- Change Management – Organizing Activities
- Change Management – Optimizing Activities
- Change Management – Lab
- Release Management – Activity Review
- Release Management – Managing Activities
- Release Management – Organizing Activities
- Release Management – Optimizing Activities
- Release Management – Lab
- Communications Planning
- Process Integration

#### **Audience**

This course is designed for process owners, project managers, process implementation team and managers responsible for the successful implementation of ITSM processes.

#### **Prerequisites**

Students must hold an ITSM Foundation Certificate.

#### **Duration**

Four days