ITIL v3 Blended Release, Control, and Validation Capability

Course Summary

Description

This ITIL Intermediate course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Release, Control, and Validation of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This course uses an optimal mix of learning methods to provide learners with the most effective way to build their ITIL knowledge with respect to Release, Control, and Validation and to apply this knowledge in real life. Learners can complete e-learning modules on their own time to build their knowledge and then participate in interactive classroom or virtual classroom sessions to apply this knowledge in practice.

Objectives

At the end of this course, students will be able to:

- Understand Service Management as a practice and the principles, purposes, and objectives of Service Transition.
- Know the important role of Release, Control, and Validation in service provision and understanding how the in-scope processes interact with other Service Lifecycle processes.
- Comprehend the activities, methods, and functions used in each of the Release, Control, and Validation processes.
- Know how to apply Release, Control, and Validation processes, activities, and functions to achieve operational excellence.
- Measure Release, Control, and Validation performance
- Understand the importance of IT security and how it supports Release, Control, and Validation.
- Understand technology and implementation requirements in support of Release, Control, and Validation
- Comprehend the challenges, Critical Success Factors, and risks related to Release, Control, and Validation.

Audience

The Release, Control, and Validation Capability course will be of interest to:

- Individuals who have their ITIL v3 Foundation certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) and want to purse the Intermediate and Advanced level ITIL certifications.
- Individuals and/or operational staff who require a comprehensive, practical understanding of the Release, Control, and Validation processes and how these may be used to enhance the quality of IT service support within an organization. For example, operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation, and Knowledge Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- Typical roles, including (but not restricted to) IT professionals, IT/business managers, and IT/business process owners, and IT practitioners.

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Course Summary (cont'd)

Prerequisites

Candidates for this course must:

- Hold an ITIL v3 Foundation certificate or ITIL v2 Foundation + v3 Foundation Bridge certificate.
- There is no minimum mandatory requirement but 2 to 4 years' professional experience working in IT Service Management is highly desirable.
- It is also strongly recommended that candidates:
  - Demonstrate familiarity with IT terminology and understand the context of Release, Control, and Validation management in their own business environment.
  - Have some experience working in a Service Management capacity within a service provider environment, with responsibility relating to at least one of the following Service Management processes:
- Change Management, Release Management, Configuration Management, Service Evaluation and Quality Assurance, Knowledge Management, and Service Validation and Testing

It is recommended that learners should complete at least 12 hours of personal study by reviewing the syllabus and the ITIL Service Lifecycle core publications, particularly the Service Transition and Service Operation books, in advance of attending training for the certification.

Duration

Two and ½ days (virtual) classroom 10-hours self-paced e-learning

Credits

- On successfully passing the ITIL v3 Release, Control, and Validation Capability exam, the student will be recognized with 4 credits in the ITIL Qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 30

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