ITIL® v3 Release, Control and Validation Capability (RCV)

Course Summary

Description

This 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 training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Objectives

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

- Understand Service Management as a Practice and Service Transition principles, purpose and objective
- Know the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- Understand the activities, methods and functions used in each of the Release, Control and Validation processes
- Understand the application of 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
- Understand the challenges, critical success factors and risks related with Release, Control and Validation

Topics

- Introduction & SM as a practice
- Change Management
- Service Asset & Configuration Management
- Release & Deployment Management
- Service Validation and Testing
- Request Fulfillment
- Service Evaluation
- Knowledge Management
- Technology & Implementation Considerations
- Exam Preparation
- Exam

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Course Summary (cont'd)

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) who 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 Fulfillment, Service Evaluation and Knowledge Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

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 of 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, Service validation and testing
- It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification, and in particular the Service Transition and Service Operation books.

Duration

Five days

Credits

- Upon successful passing of 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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