ITIL® 4 Practitioner: Release Management - Including Exam

Cursusduur: 1 Dag **Cursuscode: ITIL4P-PIC-RM** **Trainingsmethode: Virtueel & Klassikaal**

Beschrijving:

This 1-day ITIL® 4 Practitioner: Release Management Practice module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Release Management Practice. It is intended to provide candidates with best practice guidance on how to make new and changed services and features available for use.
The ITIL 4 Release Management Practice module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Release Management Practice publication.

Virtual and Classroom learning - V&C Select™

V&C Select™ is a simple concept and a flexible approach to delivery. You can 'select' a course from our public schedule and attend in person or as a virtual delegate. Virtual delegates do not travel to this course, we will send you all the information you need before the start of the course and you can test the logins.

Doelgroep:

This practice module is for IT professionals who want to prove and validate their skills in this specific practice area.

Doelstelling:

- Understand the key concepts of the practice.
- Understand the processes of the practice.
- Understand the roles and competences of the practice.
- Understand how information and technology support and enable the practice.
- Understand the role of partners and suppliers in the practice.
- Understand how the ITIL capability model can be used to develop the practice.
- Understand how the ITIL guiding principles support the practice.

Vereiste kennis en vaardigheden:

The candidate must have passed the ITIL 4 Foundation examination.

- ILFN4 - ITIL® 4 Foundation + examen

Examens en certificering

The ITIL 4 Practitioner: Release Management examination will comprise of:

Duration: 30 Minutes

Closed Book: Yes

Format: 20 Questions With 1 Mark Each. No Negative Marking.

Question Type: Standard Classic, Negative, & List

Bloom's Level's: 2 & 3

Pass Mark: 65% Or 13/20

Certification validity : Three (3) years

Cursusinhoud:

Our ITIL® 4 Practitioner: Release Management training course will cover the following topics:

1. Understand the key concepts of the practice

1.1 Explain the purpose of the practice.

1.2 Describe the Practice success factors ; key metrics of the practice.

1.3 Explain the key terms/concepts:

a) Release

b) Key concepts for CI/CD

c) Approaches, models, and plans

d) Push/pull conditions

e) Practice success factors

f) Hypothesis and experimentation

g) The processes of the practice.

2. Understand the processes of the practice

2.1 Describe inputs and outputs of the processes.

2.2 Describe the key activities of the processes.

2.3 Know how to integrate the practice in the organization’s value streams.

3. Understand the roles and competences of the practice

3.1 Describe the responsibilities of the key roles of the practice

a) Release manager

b) Other roles involved in release management

3.2 Know how to position the practice in the organizational structure.

4. Understand how information and technology support and enable the practice

4.1 Apply the recommendations on automation

4.2 Explain the tools application

5. Understand the role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties.

5.2 Explain how partners and suppliers can support the practice.

6. Understand how the ITIL capability model can be used to develop the practice.

7. Understand how ITIL guiding principles help to develop the practice.

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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