ITIL® Service Capability: Release Control & Validation

Duration: 5 Days   Course Code: RCV

Overview:

The course builds on the principles covered as part of the ITIL Foundation course and is aligned to the 2011 syllabus. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL Service Lifecycle core publications.

Target Audience:

This course is primarily for IT Managers and Practitioners involved in the strategy, design, implementation and on- going support and delivery of business IT services and those interfacing with information systems who require an insight into Service Management best practice. This may include: IT professionals, Business managers, Business process owners, Individuals who require a deep understanding of the ITIL Certificate in the Release, Control and Validation processes and of how it may be used to enhance the quality of IT service support within an organization, IT professionals that are working within an organization that has adopted and adapted ITIL, and who need to be informed about, and thereafter contribute to, an ongoing service improvement programme, Operational staff involved in change management, release and deployment management, service validation and testing, service asset and configuration management, request fulfilment, change evaluation and knowledge management, and who wish to enhance their role-based capabilities, Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications, Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules, Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

Objectives:

- Change management

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- Service asset and configuration management

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- Service validation and testing

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- Release and deployment management

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- Request fulfilment

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- Change evaluation

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- Knowledge management

Prerequisites:

- Hold the ITIL Foundation Certificate in IT Service Management or earlier ITIL (V2) Foundation plus Foundation Bridge or ITIL Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

Testing and Certification

- The examination is a 90 minute paper with eight (8) multiple choice, scenario-based, gradient-scored questions taken at the end of the course. The pass mark is 28/40. The exam to be charged separately.

Please note you must bring a copy of your ITIL Foundation exam certificate, this is required in order for you to take the exam associated with this course.

Follow-on-Courses:

The following courses are recommended for further study:

- ITIL Complementary Courses - Analyst Series
- ITIL® v3 Lifecycle Courses
- ITIL® v3 Capability Courses

Content:

Introduction to release, control and validation (RCV)

- The purpose, objectives and scope of service transition lifecycle phase
- The RCV processes in relation to service transition
- Activities related to overall transition planning and ongoing support
- The end-to-end process flow for change management, including its policies, design strategy, concepts, activities, and interfaces with other processes
- A measurement model and the metrics that would be used to support change management within RCV practices
- The benefits and business value that can be gained from change management and the challenges and risks to be managed
- The end-to-end process flow for service asset and configuration management, including its policies, design strategy, concepts, activities and interfaces with other processes
- A measurement model and the metrics that would be used to support service asset and configuration management within RCV practices
- The benefits and business value that can be gained from service asset and configuration management and the challenges and risks to be managed
- The end-to-end process flow for the SVT process, including its policies, concepts, activities and interfaces with other processes
- Test modelling techniques and testing concepts (for example, stakeholder requirements, test conditions, environments, data) and how these test components are used to ensure service quality
- A measurement model and the metrics that would be used to support service validation and testing within RCV practices
- The benefits and business value that can be gained from SVT and the challenges and risks to be managed
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- Release and deployment models and related activities (for example, design, planning, build, pilots, test, transfer, deployment, retirement). and how these activities ensure service quality
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- The end-to-end process flow for change evaluation, including its policies, concepts, activities, interfaces with other processes
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- The end-to-end process flow for change

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- The purpose, objectives and scope of service transition lifecycle phase
- The RCV processes in relation to service transition
- Activities related to overall transition planning and ongoing support
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Change management

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Knowledge management (KM)

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Release and deployment management (RDM)

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- The end-to-end process flow for change management, including its policies, design strategy, concepts, activities, and interfaces with other processes
- A measurement model and the metrics that would be used to support change management within RCV practices
- The benefits and business value that can be gained from change management and the challenges and risks to be managed
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- The benefits and business value that can be gained from service asset and configuration management and the challenges and risks to be managed
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- The purpose, objectives and scope of service transition lifecycle phase
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- Activities related to overall transition

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Service asset and configuration management (SACM)

- The purpose, objectives and scope of service transition lifecycle phase
- The RCV processes in relation to service transition
- Activities related to overall transition planning and ongoing support
- The end-to-end process flow for change management, including its policies, design strategy, concepts, activities, and interfaces with other processes
- A measurement model and the metrics that would be used to support change management within RCV practices
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- A measurement model and the metrics that would be used to support service asset and configuration management within RCV practices
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- A measurement model and the metrics that would be used to support change evaluation within RCV practices
- The benefits and business value that can be gained from change evaluation and the challenges and risks to be managed
- The end-to-end process flow for knowledge management, including its policies, concepts, activities and interfaces with other processes (for example CSI processes)
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Release, control and validation roles and responsibilities

- The purpose, objectives and scope of

- requirements, test conditions, environments, data) and how these test components are used to ensure service quality
- A measurement model and the metrics that would be used to support service validation and testing within RCV practices
- The benefits and business value that can be gained from SVT and the challenges and risks to be managed
- The end-to-end process flow for release and deployment management, including its policies, concepts, phases, activities and interfaces with other processes
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Request fulfilment

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- The end-to-end process flow for release and deployment management, including its policies, concepts, phases, activities and interfaces with other processes
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Technology and Implementation Considerations

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Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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