bestpracticetraining

ITIL Release, Control & Validation

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL Intermediate Service Lifecycle Certificate in Release, Control and Validation is a free-standing qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management.

Benefits to the individual

- Recognised professional qualification

- Understand the application of ITIL guidelines and frameworks that contribute to industry best practice

- Helps individuals to understand the Release, Control and Validation processes and how they may be used to enhance the quality of IT service support within an organisation

- Pre-requisite module for ITIL Expert certification in IT Service Management

Benefits to the business

- The adoption and application of proven best practice processes results in improved IT services and increased productivity throughout the business

- Improved customer satisfaction and less down time through quicker fixes

- Better process management leads to increased efficiency and reduced costs

- The framework is flexible, systematic and can be used within different organisations irrespective of size or industry

Audience

Business managers & process owners

Those who require a deeper understanding of the RCV processes & how they may be used to enhance the quality of IT service support within an organisation

Those involved in change/ knowledge management, release & deployment, service validation & testing, service asset & configuration, request fulfilment & change evaluation

Course duration

Five day (the exam is normally taken during the afternoon of the fifth day)

Pre-requisites

Delegates must hold the ITIL Foundation Certificate. In addition, it is recommended that before the course, delegates read the ITIL Service Lifecycle core publications, particularly Service Transition & Service Operation. Delegates will also need to undertake 12 hours of self-study reviewing course materials & key areas of Service Transition & Service Operation to prepare for the exam.

Course outline

The objectives of this course are:

- To introduce the purpose, objectives, scope and approach to RCV and explain the processes, functions and activities involved
- Cover the methods and techniques available to improve service delivery
- To enable delegates to apply the practices of Release, Control and Validation

This qualification enables delegates to apply the practices of Release, Control and Validation during the service management lifecycle and specifically in the following key ITIL process, role and function areas:

- Change management
- Service asset and configuration management
- Service validation and testing
- Release and deployment management
- Request fulfilment
- Change evaluation
- Knowledge management

Prior to attending this course, delegates are expected to understand the context of RCV management in their business environment and have responsibility for at least one of the management processes listed above.

The course is conducted through interactive group study using practical examples and activities. An in-depth case study allows delegates to see how the theory is applied in a real life situation. Over the five day course, the following topics are covered.

Course content

- Introduction to release, control & validation (RCV)
- Change management
- Service asset & configuration management (SACM)
- Service validation & testing (SVT)
- Release and deployment management (RDM)

- Request fulfilment
- Change evaluation
- Knowledge management (KM)
- Release, control and validation roles and responsibilities
- Technology and Implementation Considerations

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