



ITIL® Release, Control and Validation Capability

Certificate: ITIL® RCV Capability Duration: 5 day Course Delivery: (Virtual) Classroom, Exam, eBook	Course ID: ITL9334 CL Language: English, Japanese, Spanish, French Credits: 4 Credits to ITIL Expert PMI® PDUs: 40
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Course Description:

This 5-day course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Release, Control and Validation of services. 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.

Audience:

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

- Individuals who have their ITIL Foundation Certificate who want to pursue 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.

Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Transition principles, purpose and objective
- Knowing 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
- The activities, methods and functions used in each of the Release, Control and Validation processes
- The application of Release, Control and Validation processes, activities and functions to achieve operational excellence
- How to measure Release, Control and Validation performance
- The importance of IT Security and how it supports Release, Control and Validation
- Understanding technology and implementation requirements in support of Release, Control and Validation
- The challenges, critical success factors and risks related with Release, Control and Validation

Course Organizational Logistics:

- A maximum of 18 students can attend this course with 1 instructor
- Classroom with U-shaped seating arrangement
- 2 break out rooms where available- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 – 5:00 each day - the exam can be scheduled from 1:00 – 2:30 pm on the last day

Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- 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:
 - o Demonstrate familiarity with IT terminology and understand the context of Release, Control and Validation management in their own business environment
 - o 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.

Course Material:

Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

Examination:

For more information, please contact us at (866) 543-0520 or info@velocityknowledge.com

- Evidence of ITIL Foundation Certificate and completion of the Release, Control and Validation Capability course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular Service Strategy, Service Design and Service Transition publications in preparation for the examination.
- The syllabus can be downloaded from:

<http://www.itilofficialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>

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- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one, which is worth 3 marks, one, which is worth 1 mark, and one, which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

Credits:

- Upon successful passing of the ITIL 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) =40

Agenda:

Day 1	Day 2	Day 3	Day 4	Day 5
1. Service Transition	3. Service Asset & Configuration Mgmt	5. Service Validation and Testing	8. Knowledge Management	Exam Preparation
2. Change Management	4. Release & Deployment Management	6. Request Fulfillment		Mock Exam
Lunch	Lunch	Lunch	Lunch	Lunch
2. Change Management	4. Release & Deployment Management	6. Request Fulfillment	9. Technology & Implementation Considerations	Exam
3. Service Asset & Configuration Management	5. Service Validation and Testing	7. Change Evaluation		
Homework	Homework	Homework	Homework	

Course Outline:

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Course Introduction

Introductions

Course Introduction

Course Learning Objectives

Unique Nature of the Course

Course Qualification Scheme

Course Agenda and Exam Details

Course Agenda

ITIL Intermediate Classroom Course

ITIL Intermediate Expert Program Course

ITIL Intermediate Classroom Blended Course

ITIL Intermediate Virtual Classroom Blended Course

Unit 1: Service Transition

1.1 Purpose and Objectives of Service Transition

1.2 Scope of Service Transition

1.3 Business Value of Service Transition

1.4 Processes Within Service Transition

1.5 Aspects for Developing Effective Service Transition Strategy

1.6 Initiatives for Preparation for Service Transition

1.7 Planning and Coordinating Service Transition Activities

1.8 Providing Transition Process Support

1.9 Generic Roles Involved in Service Transition

Summary of Unit 1

Unit 2: Change Management

2.1 Purpose and Objectives

2.2 Scope of the Process

2.3 Business Value of the Process

2.4 Policies, Design, and Planning Considerations

2.5 Types of Change Requests

2.6 Role of Change Models, Change Proposals, and Standard Changes

2.7 Remediation Planning

2.8 Main Activities, Methods, Techniques, and Relationship with RCV

2.8.1 Overall Process, Including Normal and Standard Change Requests

2.8.2 Logging, Reviewing, and Assessing Change Requests

2.8.3 Authorizing Changes

2.8.4 Coordinating, Reviewing, and Closing Changes

2.8.5 Emergency Changes

2.9 Triggers, Inputs, Outputs, and Interfaces with Other Processes

2.10 Information Management

2.11 Process Measurement

2.12 Challenges and Risks

2.13 Operational Activities of Change Management during the Service Operation Lifecycle Stage

2.14 Managing Organization and Stakeholder Change as an Essential Part of Continual Improvement

2.15 Change Management Roles

2.16 Sample Test Question

Summary of Unit 2

Unit 3: Service Asset and Configuration Management

3.1 Purpose and Objectives

3.2 Scope of the Process

3.3 Business Value of the Process

3.4 Policies, Principles, and Basic Concepts

3.5 Main Activities, Methods, Techniques, and Relationship with RCV

3.5.1 Management and Planning

3.5.2 Configuration Identification

3.5.3 Configuration Control

3.5.4 Status Accounting and Reporting

3.5.5 Verification and Audit

3.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes

3.7 Information Management

3.8 Process Measurement

3.9 Challenges and Risks

3.10 SACM Activities Performed on a Daily Basis by Service Operation

3.11 SACM Roles

3.12 Group/Individual Exercise

3.13 Sample Test Question

Summary of Unit 3

Unit 4: Release and Deployment Management

4.1 Purpose and Objectives

4.3 Business Value of the Process

4.4 Policies, Principles, and Basic Concepts

4.4.1 Release and Deployment Management Policy

4.4.2 Release Types

4.4.3 Release Units

4.4.4 Release Packages

4.4.5 Release and Deployment Options

4.4.6 Release and Deployment Models

4.5 Phases of Release and Deployment Management

4.5.1 Release and Deployment Planning

4.5.2 Release Build and Test

4.5.3 Deployment

4.5.4 Review and Closure of Deployment

4.6 Triggers, Inputs, Outputs, and Interface with Other Processes

4.7 Information Management

4.8 Process Measurement

4.9 Challenges and Risks

4.10 Release and Deployment Management Activities and Service Operation

4.11 Release and Deployment Management Roles

4.12 Group/Individual Exercise

Summary of Unit 4

Unit 5: Service Validation and Testing

5.1 Purpose and Objectives

5.2 Scope of the Process

- 5.3 Business Value of the Process
- 5.4 Policies, Principles, and Basic Concepts
- 5.5 Main Activities, Processes, Methods, and Techniques
- 5.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes
- 5.7 Information Management
- 5.8 Process Measurement
- 5.9 Challenges and Risks
- 5.10 Service Validation and Testing Management Roles
- 5.11 Group/Individual Exercise
- 5.12 Sample Test Question

Summary of Unit 5

Unit 6: Request Fulfilment

- 6.1 Purpose and Objectives
- 6.2 Scope of the Process
- 6.3 Business Value of the Process
- 6.4 Policies, Principles, and Basic Concepts
- 6.5 Process Activities, Methods, and Techniques
- 6.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes
- 6.7 Information Management
- 6.8 Process Measurement
- 6.9 Challenges and Risks
- 6.10 Request Fulfilment Roles
- 6.11 Group/Individual Exercise

Summary of Unit 6

Unit 7: Change Evaluation

- 7.1 Purpose and Objectives
- 7.2 Scope of the Process
- 7.3 Business Value of the Process
- 7.4 Policies, Principles, and Basic Concepts
- 7.5 Process Activities, Methods, and Techniques
- 7.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes

- 7.7 Information Management
- 7.8 Process Measurement
- 7.9 Challenges and Risks
- 7.10 Change Evaluation Roles
- 7.11 Group/Individual Exercise
- 7.12 Sample Test Question

Summary of Unit 7

Unit 8: Knowledge Management

- 8.1 Purpose and Objectives
- 8.2 Scope of the Process
- 8.3 Business Value of the Process
- 8.4 Policies, Principles, and Basic Concepts
- 8.5 Process Activities, Methods, and Techniques
- 8.6 Triggers, Inputs, Outputs, and Interfaces With Other Processes
- 8.7 Information Management
- 8.8 Process Measurement
- 8.9 Challenges and Risks
- 8.10 Knowledge Management Activities and CSI
- 8.11 Knowledge Management Roles
- 8.12 Group/Individual Exercise
- 8.13 Sample Test Question

Summary of Unit 8

Unit 9: Technology and Implementation Management

- 9.1 Generic Requirements for Technology
- 9.2 Evaluation Criteria for Service Management Tools
- 9.3 RCV Practices for Process Implementation
 - 9.3.1 Managing Changes in Operations
 - 9.3.2 Service Operation and Project Management
 - 9.3.3 Assessment and Risk Management in Service Operation
 - 9.3.4 Operational Staff in Service Design and Transition

9.4 Challenges, CSFs, and Risks

9.5 Planning and Implementing Service Management Technologies

9.6 Technology Considerations

9.6.1 Knowledge Management Tools

9.6.2 Collaboration

9.6.3 CMS

9.7 Group/Individual Exercise

9.8 Sample Test Question

Summary of Unit 9

Unit 10 : Exam Preparation Guide

10.1 Mock Exam 1

10.2 Mock Exam 2

Training Material Accreditation Status



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