ITIL® 2011 Release, Control & Validation

Duration
5 days

Course Delivery
Classroom or Virtual

Languages
English, French, Dutch, Portuguese, Japanese, Spanish

Target Audience
IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Release, Control & Validation cluster of processes and functions.

Pre requisites
An ITIL® Foundation certificate is required and preferably two years work experience in an IT Service Management environment.

About the Examination
Exam Format: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/Closed Book: Closed Book.

Certificate
ITIL® Release, Control & Validation

Credits
Upon successfully achieving the ITIL® Release, Control & Validation certificate, students will earn 4 credits in the ITIL® qualification scheme.

Upon successfully achieving the ITIL Release, Control and Validation certificate, the student will be recognized with 35 Professional Development Units (PDU'S).

Reference Materials
Core set of 5 ITIL® books.

Course Description

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability Stream:

- The Service Lifecycle Stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.

- The Service Capability Stream is for those who wish to obtain an in-depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution, and the use throughout the IT Service Lifecycle.

The ITIL® Intermediate Qualification: Release, Control and Validation (RCV) Certificate 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 Certificate in IT Service Management. The ITIL® Certificate in Release, Control and Validation is intended to enable the holders of the certificate to apply the practices 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, and Knowledge Management.

Course and Learning Objectives

Candidates can expect to gain competencies in the following areas:

- Importance of Service Management as a practice concept and Service Transition principles, purpose and objective
- Importance of ITIL® Release, Control and Validation while providing service
- How all processes in ITIL® RCV interact with other Service Lifecycle Processes
- What are the processes, activities, methods and functions used in each of the ITIL® RCV processes
- How to use the ITIL® RCV processes, activities and functions to achieve operational excellence
- How to measure ITIL® RCV
- The importance of IT security and its contributions to RCV
- The technology and implementation considerations surrounding ITIL® RCV
- Change Management as a capability to realize successful service transition
- RCV as a capability to ensure the integrity and the quality of service transition
- Service Asset and Configuration Management as a capability to monitor the state of Service Transition. Knowledge Management as part of enhancing ongoing management decision support and service delivery capability
- Request Fulfilment and Change Evaluation to ensure meeting committed service level performance
- RCV process roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks associated with ITIL® RCV

In addition, the training for this qualification should include examination preparation, and an opportunity for a mock examination.

Empowering Professionals

Quint Academy is one of the world's largest IT training organizations. Worldwide, over 30,000 professionals choose Quint Academy every year. Since 1992, we have been successfully responding to the IT training needs of these professionals.

The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

www.quintgroup.com/training

Course Approach

In this capability course participants will learn the principles and core elements along with the activities and technology & implementation considerations within release, control and validation. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® release, control and validation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Course Student Material

Students will receive an ITIL® Release, Control and Validation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Concepts Covered

1. COURSE INTRODUCTION
- Release, Control and Validation
- Service Transition Purpose
- Scope, Transition strategy
- Lifecycle Stages
- Transition preparation
- Planning and coordination
- Transition support
- ITIL® Certification Scheme

2. CHANGE MANAGEMENT
- Introduction, Purpose, Objectives
- Scope and Value
- Policies and Planning
- Types of RFC
- Changes across the Lifecycle
- Change proposals
- Process models and Standard Changes
- Remediation Planning
- Activities
- Impact and risk matrix
- Priorities, scheduling
- Authorize, Build and Test
- Review and close
- The CAB, Emergency Changes
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges and Risks
- Manage Change in SO
- CSI and Organizational Change

3. SERVICE ASSET AND CONFIGURATION MANAGEMENT
- Introduction, Purpose, Objectives
- Scope and Value
- Policies and Principles, Basic Concepts
- The CMS, Libraries, Baselines and Snapshots
- Asset Management, Activities
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges and Risks
- Service Operation

4. SERVICE VALIDATION AND TESTING
- Introduction, Purpose, Objectives
- Scope and Value
- Policies, Inputs from SD
- Service Quality and Assurance
- Test Strategy and Models
- Validation Conditions
- Perspectives, Levels of Testing, Activities
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges and Risks
- Inputs, Outputs, Interfaces

- Information Management
- CSF's and KPI's, Challenges and Risks

5. RELEASE AND DEPLOY
- Introduction, Purpose, Objectives
- Scope and Value, Policies, Release Unit,
- Approaches, Release Package, Activities
- Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges and Risks

6. REQUEST FULFILLMENT
- Introduction, Purpose, Objectives
- Scope and Value, Policies & Principles
- Activities
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges and Risks

7. CHANGE EVALUATION
- Introduction, Purpose, Objectives
- Scope and Value, Policies & Principles
- Key Terms, Activities
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges and Risks

8. KNOWLEDGE MANAGEMENT
- Introduction, Purpose, Objectives
- Scope and Value
- DIKW structure, Information Management
- Knowledge Management
- Strategy and Knowledge Transfer, The SKMS
- Triggers, Inputs, Outputs, Interfaces
- CSF's and KPI's, Challenges and Risks
- CSI

9. ROLES AND RESPONSIBILITIES
- Functions and Service Transition
- Roles in ITIL®
- Generic Roles
- Process Roles

10. TECHNOLOGY AND IMPLEMENTATION CONSIDERATIONS
- Generic Toolset requirements
- Knowledge Management Tools, Evaluation Criteria
- Service Transition Challenges, CSF's and Risks
- The CMS, Service Transition / Operation
- CSI and Change / Release Management
- CSI and Knowledge Management
- Deming Cycle / CSI model

APPENDICES
- Case study and Exercises
- Mock Exams and Rationale