

ITIL® Service Capability - Release, Control and Validation

Duration: 5 days

Overview:

The course builds on the general principles covered as part of the ITIL® Foundation Certificate Course and provides in-depth knowledge of the ITIL® RCV topics as specified in the ITIL® Service Capability curriculum. This includes Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management. There is an examination at the end of the course. The RCV exam is very challenging. It consists of a complex multiple-choice, closed book paper of 8 questions, to be answered within 90 minutes. The pass mark will be 70% or more. Successful candidates will be awarded 4 credits towards the ITIL® Expert qualification.

Target Audience:

The course is suitable for individuals who require an in-depth understanding of Release, Control & Validation processes and how this may be used to enhance the quality of IT service provision within an organisation.

Pre-requisites:

A pass in the ITIL® Foundation exam or the ITIL® Bridging exam from either EXIN, ISEB or APMG. Proof will need to be provided before attending the course. We recommend the course participants are familiar with the 5 ITIL® Core Publications prior to attending the course. In particular, the process chapters from the Service Operation Book and Service Transition Book. We estimate approximately 10 hours of personal study will be required. The ITIL® Books are not included with this course.

Key Topics:

- Service Management as a Practice.
- Processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation management.
- Change management as a capability to realise successful service transition.
- Service validation and testing as a capability to assure 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 the on-going management decision support and service delivery capability.
- Service request fulfilment and evaluation to assure meeting committed service level performance.
- Common Service Operation activities related to Release, Control and Validation processes.
- Organising for Service Operation which describes functions to be performed within Release, Control and Validation processes.
- Release Control and Validation process roles and responsibilities.
- Technology and Implementation Considerations.
- Challenges, Critical Success Factors and risks.
- CSI as a consequence of effective Release, Control and Validation processes.