



ITIL Version 3 Release, Control & Validation

Days: 4
Format: Instructor-Led
Class Code: ITILV3-RCV
Certification Exams: None
Certification Track: None

Recommended Course Sequence

Knowledge of prerequisites
noted below.

*Course content is subject to change
without notice.*

Course Description:

The course builds on the general principles covered as part of the ITIL Foundation course. This enables the organization to introduce Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Service Evaluation and Knowledge Management as integral parts of its overall business-focused Services Framework.

Prerequisites:

ITIL v3 Foundation Certificate or v2 to v3 bridge equivalent is required

Target Student:

The course is suitable for individuals who require a deep understanding of Release, Control & Validation processes and how they may be used to enhance the quality of IT service provision within an organization. It offers a natural career development path for practitioner staff that already holds the ISEB/EXIN ITIL Foundation Certificate.

Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

Objectives:

The purpose of Release, Control & Validation is to obtain knowledge on ITIL terminology, process structure, roles, functions and activities that will enable role focused capability and competency in support of the Service Lifecycle approach as described in ITIL. The course provides delegates with practical guidance on the design and implementation of integrated end-to-end processes based on proven industry best practice guidelines.

The course prepares delegates for the ITIL Capability examination in Release, Control & Validation.

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Professional Qualifications:

The course forms part of the ITIL Intermediate qualification program. Comprehensive course documentation is provided.

The examination will consist of a complex multiple choices, closed book paper, to be completed within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of a dictionary.) The pass mark will be 70% or more. Successful candidates will be awarded 4 credits towards the ITIL Expert qualification.

Structure:

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

Course Outline

Lessons
<ul style="list-style-type: none">■ 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 realize 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 fulfillment and evaluation to assure meeting committed service level performance.■ Common Service Operation activities related to Release, Control and Validation processes.■ Organizing 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.