

ITIL® Release, Control and Validation

OVERVIEW

This course provides in-depth coverage of the processes and tools that support the transition of services and service components. In scope processes are Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Change Evaluation and Knowledge Management. Implementation and technology considerations are discussed in depth. The course prepares attendees for the ITIL Intermediate Qualification: Release, Control and Validation (RCV) Certificate, module that leads to the ITIL Expert Certificate.

AUDIENCE

- IT professionals, business managers, business process owners
- Individuals who require a deep understanding of the ITIL Certificate in the Release, Control and Validation processes and how it may be used to enhance the quality of IT service support within an organization
- IT professionals who are working within an organization that has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement program
- Operational staff involved in change management, release and deployment management, service validation and testing, service asset and configuration management, request fulfilment, change evaluation and knowledge management, and who wish to enhance their role-based capabilities
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite Prerequisites
- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- 2 to 4 years professional experience working in IT service management is highly desirable
- Complete at least 30 contact hours (hours of instruction, excluding breaks, and not including summary review time, with an Accredited Training Organization (ATO) or an accredited e-learning solution), as part of a formal, approved training course/scheme
- Complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas within the ITIL Service Operation core guidance in preparation for the examination
- Before attending training for the certification it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, in particular, the ITIL Service Operation publications

COURSE OBJECTIVES

Candidates can expect to gain competencies in the following areas upon successful completion of the education and examination components related to this certification:

- The importance of service management as a practice concept and service transition principles, purpose and objective

- The importance of ITIL release, control and validation while providing service
- How all processes in ITIL release, control and validation interact with other service lifecycle processes
- What are the processes, activities, methods and functions used in each of the ITIL release, control and validation processes
- How to use the ITIL release, control and validation processes, activities and functions to achieve operational excellence
- How to measure ITIL release, control and validation
- The importance of IT security and its contributions to ITIL release, control and validation
- The technology and implementation considerations surrounding ITIL release, control and validation
- Change management as a capability to realize successful service transition
- Service validation and testing 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 the on-going management decision support and service delivery capability
- Request fulfilment and change evaluation to ensure meeting committed service level performance
- Release, control and validation process roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks associated with ITIL release, control and validation

COURSE OUTLINE

Module 1: Introduction to release, control and validation (RCV)

- The purpose, objectives and scope of service transition lifecycle phase
- The RCV processes in relation to service transition
- Activities related to overall transition planning and ongoing support

Module 2: Change management

- The end-to-end process flow for change management, including its policies, design strategy, concepts, activities, and interfaces with other processes
- A measurement model and the metrics that would be used to support change management within RCV practices

Module 3: Service asset and configuration management (SACM)

- The end-to-end process flow for service asset and configuration management, including its policies, design strategy, concepts, activities and interfaces with other processes
- A measurement model and the metrics that would be used to support service asset and configuration management within RCV practices
- The benefits and business value that can be gained from service asset and configuration management and the challenges and risks to be managed

Module 4: Service validation and testing (SVT)

- The end-to-end process flow for the SVT process, including its policies, concepts, activities and interfaces with other processes
- Test modeling techniques and testing concepts (for example, stakeholder requirements, test conditions, environments, data) and how these test components are used to ensure service quality
- A measurement model and the metrics that would be used to support service validation and testing within RCV practices
- The benefits and business value that can be gained from SVT and the challenges and risks to be managed

Module 5: Release and deployment management (RDM)

- The end-to-end process flow for release and deployment management, including its policies, concepts, phases, activities and interfaces with other processes
- Release and deployment models and related activities (for example, design, planning, build, pilots, test, transfer, deployment, retirement), and how these activities ensure service quality
- A measurement model and the metrics that would be used to support release and deployment management within RCV practices
- The benefits and business value that can be gained from release and deployment management

Module 6: Request fulfilment

- The end-to-end process flow for request fulfilment, including its policies, concepts, activities, and interfaces with other processes (for example, RDM, SACM and change management)
- Request fulfilment models and related activities (for example, effectiveness of designs, changes, performance) and how these activities help to ensure quality service within RCV
- A measurement model and the metrics that would be used to support request fulfillment within RCV practices
- The benefits and business value that can be gained from request fulfillment and the challenges and risks to be managed

Module 7: Change evaluation

- The end-to-end process flow for change evaluation, including its policies, concepts, activities interfaces with other processes
- Perspectives and considerations for evaluating the effectiveness of a service change
- A measurement model and the metrics that would be used to support change evaluation within RCV practices
- The benefits and business value that can be gained from change evaluation and the challenges and risks to be managed

Module 8: Knowledge management (KM)

- The end-to-end process flow for knowledge management, including its policies, concepts, activities and interfaces with other processes (for example CSI processes)
- Related concepts (for example, data-information-knowledgewisdom (DIKW)) and how these activities help to ensure knowledge transfer and improved decision-making
- The benefits and business value that can be gained from knowledge management and the challenges and risks to be managed

Module 9: Release, control and validation roles and responsibilities

- Generic roles that support service transition and the RCV processes
- The roles and responsibilities related to transition planning and support, change management, service asset and configuration management, service validation and testing, release and deployment management, request fulfilment, change evaluation, and knowledge management. Where and how these are used, as well as how they fit within the context of service transition

Module 10: Technology and Implementation Considerations

- The technology requirements for service management tools, where and how these would be used within RCV (for example, knowledge management and service asset and configuration management)
- The need and benefits of tools that support service transition as related to RCV
- Implementing RCV processes in the context of planning and managing change, service operation, project management, risk management, and staff considerations