

ITIL Intermediate Capability: Release, Control and Validation with Certification Exam

Duration: 5 Day(s)

Course Overview

The ITIL® Intermediate Qualification: Release, Control and Validation (RCV) Certificate is part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate. This 5 day course immerses students in the practical aspects of the ITIL Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes. To implement new services in a controlled and cost-effective manner, IT departments must successfully implement ITIL® Release, Control and Validation best practices. Students gain the skills required to take the ITIL® Release, Control and Validation Certification Exam.

Review this course online at <https://www.alta3.com/courses/ITIL-RCV>

Objectives

- Understand the ITIL Service Lifecycle and its practical applications
- Implement Release, Control, and Validation processes effectively
- Enhance knowledge management for decision-making
- Prepare for the ITIL RCV Certification Exam

Who Should Attend

- ITIL Foundation Certificate holders
- IT Service Management professionals
- Operational staff in Change Management
- Service Asset and Configuration Managers

Prerequisites

- Can demonstrate familiarity with IT terminology
- Have familiarity with ITIL® Service Lifecycle Practices core publications
- Have exposure working in the service management capacity with responsibility emphasizing on a management process: Change Management Release Management Configuration Management Service evaluation and quality assurance Knowledge management Service validation and testing
- Change Management
- Release Management
- Configuration Management
- Service evaluation and quality assurance
- Knowledge management
- Service validation and testing

Course Outline

Introduction and Overview

1. Analyzing and exploring the importance of the Service Capability stream
2. Service Management as a practice
3. The Service value proposition
4. How the Release, Control and Validation capabilities support the Service Lifecycle

Core Release, Control and Validation Processes

5. Change Management
6. Purpose, goals and objectives
7. Implementing change with minimum disruption and rework
8. Evaluating business, technical and financial aspects
9. Achieving successful service transition
10. Activities, methods and techniques
11. Post-implementation review
12. Key metrics to measure success

Service Asset and Configuration Management

13. Business value of monitoring service transition
14. Activities, methods and techniques
15. Establishing configuration baselines
16. Correlating IT services with need components
17. Tracking and reporting asset values
18. Establishing metrics that measure success

Service Validation and Testing

19. How Service Validation and Testing creates business value
20. Assuring transition integrity and quality
21. The Service V Model
22. Fit for purpose : Fit for Use
23. Acquiring relevant test data

Release and Deployment Management

24. Analyzing how services are released into production to enable effective use of services
25. Planning, scheduling and controlling releases
26. Moving to the live environment
27. Illustrating the main activities and how they relate to the capability of Release, Control and Validation
28. Maintaining information on service deployment

29. Defining metrics for process quality

Request Fulfillment and Service Evaluation

30. Analyzing how service requests should be handled

31. Avoiding congestion and obstruction of the normal incident and change management processes

32. Process scope and objectives

33. The triggers, input and output of request fulfillment

Evaluating services against target performance in the context of change

34. Meeting committed service level performance

35. Activities, methods and techniques

36. Key metrics to measure success

Knowledge Management

37. Purpose, goals and objectives

38. Enhancing decision support

39. Activities, methods and techniques

40. Establishing metrics to measure service delivery quality

Roles and Responsibilities

41. Change management

42. Service asset and configuration management

43. Service validation and testing

44. Release and deployment

45. Service desk (fulfillment) and service evaluation

Technology and Implementation Considerations

46. Technology as part of implementing service management

47. Special technology features related to Release, Control and Validation

48. Generic requirements and evaluation criteria

49. Good practices for implementation

50. Challenges, critical success factors and risks

Common Service Activities

51. Service monitoring and control

52. Deming cycle

53. CSI techniques

Continual Service Improvement

- 54. The relationship of CSI in respect to organizational change
- 55. Implementing an effective CSI program
- 56. Service reporting
- 57. Cost benefit justification