

# ITIL® Intermediate Capabilities - Release Control & Validation

## Course Overview

This is a 5-day class

ITIL Service Capability Modules focus on a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact. The modular approach of the Intermediate Level modules allows candidates to develop an ITIL specialism. The Release, Control & Validation module will help you to gain the technical level of knowledge and skills required for detailed execution and implementation of specific ITIL processes.



The ITIL Intermediate certificate in Release, Control & Validation (RCV) is a course that can be run over four or five days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Release, Control & Validation processes, aligned to the current version, ITIL: 2011. Delegates will also prepare for a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, and mock examinations.

## Who Should Attend

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management. The Release, Control & Validation Qualification would suit candidates working in the following IT professions or areas: -General IT Management -Release Manager -Security Administrator or Manager -IT Operations Manager -Database Administrator - Knowledge Manager -Applications Manager -Test Manager - The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

## Course Objectives



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The purpose of the ITIL Intermediate certificate in Release, Control & Validation is to certify that the delegate has gained a thorough and detailed knowledge of the RCV processes, the structure and advanced concepts, and has comprehended the essential principles of ITIL based RCV practices for Service Management. When the delegate has completed this course, they should be confident in their ability to approach core RCV activities, such as: -Mastering the key ITIL processes needed to smoothly transition additions and changes into your production environment -Improve the success rate and throughput of changes by mandating fit-for-purpose review and approvals -Ensure Change Management is responsive to business requirements without being bureaucratic -Increase the volume of changes without increasing business risk using an improved Change and Release model -Improve your organizations IT management experience by having advance knowledge of planned changes -Manage risks effectively through the use of an effective change model and a functioning CMDB -Reduce the risk of service changes by establishing detailed production assurance requirements - Integrate IT project management and Application Development with Release and Change Management

## Other Prerequisites

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

## Course Outline

- 1 Service Management as a practice and how it creates business value**
- 2 Change Management: Enabling successful service transition**
- 3 Service Validation & Testing: Ensuring the integrity and quality of the transition**
- 4 Release & Deployment Management: Ensuring the proper building, testing and deploying of a release**
- 5 Service Asset & Configuration Management: Monitoring the state of the transition**
- 6 Request Fulfillment: Ensuring the effective and expedient fulfillment of service requests and providing standards for evaluation**
- 7 Evaluation: Reviewing whether the performance and value of a service is acceptable**



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- 8 Knowledge Management: Enhancing on-going management decision support and service delivery capability