

ITIL® Intermediate Qualification: Release, Control and Validation - 5 Days

Course 996 Overview

- You Will Learn How To**
- Prepare for and take the ITIL Intermediate Qualification: Release, Control and Validation Exam
 - Plan key activities for the release, control and validation (RCV) processes in the context of the service lifecycle
 - Attain operational excellence by using the RCV processes, activities and functions
 - Evaluate the success of RCV by applying key metrics
- Course Benefits** To implement new services in a controlled and cost-effective manner, IT departments must successfully implement ITIL release, control and validation best practices. In this course, you learn how to plan, implement and optimize the RCV processes and gain the skills required to take the ITIL Intermediate Qualification: Release, Control and Validation Certification Exam.
- Who Should Attend** This course is valuable for those who want to achieve ITIL Intermediate Qualification: Release, Control and Validation Certification. The ITIL Foundation Certificate (or v2-v3 bridge equivalent), or the ITIL Expert Certificate achieved via a bridging route, is required to attend this course and take the ITIL Certification Exam on the final day.
- Workshop Course** In this course, workshops provide you with knowledge of the RCV processes. Workshops include:
- Creating a business data model
 - Considering the value of change management to a business
 - Introducing a starter process based on ITIL request fulfillment
 - Matching test models with relevant target objectives and test condition bases
 - Transferring valuable and relevant information before, during and after the service transition stage

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Course 996 Outline

Introduction and Overview

- Exploring the purpose and objectives of the service transition stream
- The scope of the service transition phase in relation to the RCV processes
- Developing an effective service transition strategy
- The approach and best practices in planning and coordinating service transition activities

Core Release, Control and Validation Processes

Change management

- Purpose, goals and objectives
- Implementing change with minimal disruption and rework
- Evaluating business, technical and financial aspects
- Achieving successful service transition
- Activities, methods and techniques
- Postimplementation review
- Key metrics to measure success

Service asset and configuration management (SACM)

- Business value of the SACM process
- Activities, methods and techniques
- Supporting the effective execution of the SACM process using a configuration management system (CMS)
- Describing the tools, activity model and deliverables for executing each key activity
- Effectively measuring the SACM process with metrics
- Typical day-to-day configuration management activities

Service validation and testing (SVT)

- How SVT creates business value
- Identifying how policies can drive and support the execution of the SVT process
- Triggers, inputs, outputs and interfaces with other processes
- Acquiring relevant test data
- Building quality service deliverables using test levels and test models
- Measuring the SVT process in terms of business value contribution

Release and deployment management (RDM)

- Analyzing how services are released into production to enable effective use of services
- Planning, scheduling and controlling releases
- Identifying clear planning conditions including pass/fail criteria
- Illustrating the main activities and how they relate to RCV
- The key steps for performing the actual transfer
- Defining metrics for process quality

Request Fulfillment and Change Evaluation

Analyzing how service requests should be handled

- Request fulfillment to establish a self-help service practice
- Identifying the differences between request fulfillment and incident management

Evaluating services against target performance in the context of change

- Meeting committed service level performance
- Intended and unintended effects of a change
- Evaluating predicted service performance and actual performance

Knowledge Management (KM)

- The business value of the KM process
- Identifying what constitutes an effective KM strategy
- Analyzing the basic layers of the KM concept using the DIKW structure
- Describing the key steps of effective data and information management

Roles and Responsibilities

- Change management
- Service asset and configuration management
- Release and deployment management
- Request fulfillment and change evaluation

Technology and Implementation Considerations

- Technology as part of implementing service management
- Evaluation criteria for service management tools

- Identifying good practices with service design
- Challenges, critical success factors and risks
- Managing change in operations
- How to plan and implement service management technologies