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ITIL® Intermediate Programs

ITIL Intermediate Course: Capability Track

Course Title: Release, Control and Validation (RCV)

Delivery Mode: Classroom

Duration: 5 days

Course Description:

This 5-day course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Release, Control and Validation of services. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience:

The Release, Control and Validation Capability course will be of interest to:

- Individuals who have their ITIL Foundation Certificate who want to purse the intermediate and advanced level ITIL certifications.
- Individuals and / or operational staff who require a comprehensive practical understanding of the Release, Control and Validation processes and how these may be used to enhance the quality of IT service support within an organization – for example: operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Service Evaluation and Knowledge Management.
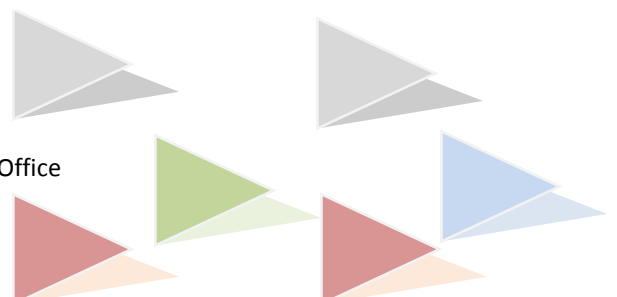
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- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

Course Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Transition principles, purpose and objective
- Knowing the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Release, Control and Validation processes
- The application of Release, Control and Validation processes, activities and functions to achieve operational excellence
- How to measure Release, Control and Validation performance
- The importance of IT Security and how it supports Release, Control and Validation
- Understanding technology and implementation requirements in support of Release, Control and Validation
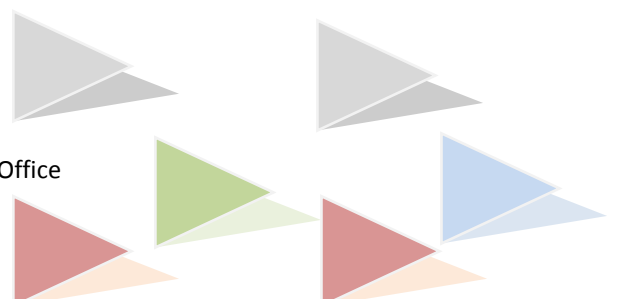- The challenges, critical success factors and risks related with Release, Control and Validation

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Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: ITIL v2, must pass the current ITIL Foundation exam before attending this course)

- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable

- It is also strongly recommended that candidates:

o Demonstrate familiarity with IT terminology and understand the context of Release, Control and Validation management in their own business environment

o Have some experience of working in a service management capacity within a service provider environment, with responsibility relating to at least one of the following service management processes:

▪ Change management, Release management, Configuration management, Service evaluation and quality assurance, Knowledge management, Service validation and testing

- It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification, and in particular the Service Transition and Service Operation books.
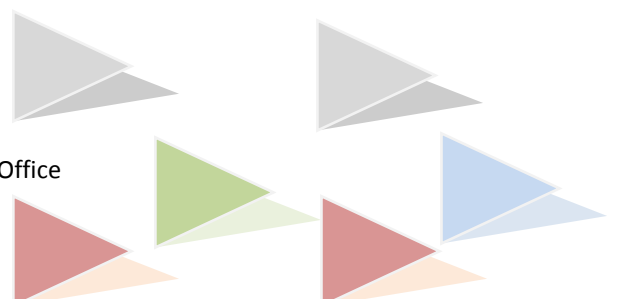
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Course Student Material:

- Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

Examination:

- Evidence of ITIL Foundation Certificate and completion of the Release, Control and Validation Capability course from an Accredited Training Provider is required to sit the exam

- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.

- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

- Each question will have 4 possible answer options, one of which is worth 5 marks, one, which is worth 3 marks, one, which is worth 1 mark, and one, which is a distracter and achieves no marks.

- Pass score is 28/40 or 70%

- Distinction pass score is under consideration

Credits:

- Upon successful passing of the ITIL Release, Control and Validation Capability exam, the student will be recognized with 4 credits in the ITIL qualification scheme.

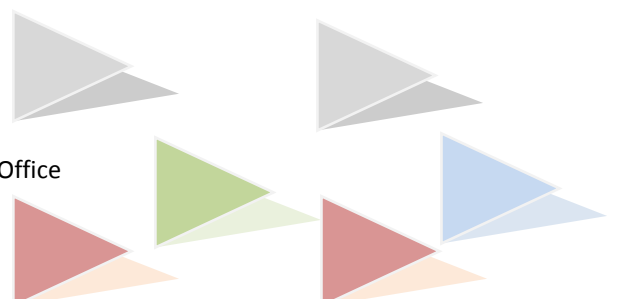- Project Management Institute – Professional Development Units (PDUs) =40

Agenda:

Day 1	Day 2	Day 3	Day 4	Day 5
1. Service Transition	3. Service Asset & Configuration Mgmnt	5. Service Validation and Testing	8.Knowledge Management	Exam Preparation
2. Change Management	4. Release & Deployment Management	6. Request Fulfillment	9.Technology Implementation Considerations	& Mock Exam
3. Service Asset & Configuration Management	5. Service Validation and Testing	7. Change Evaluation		

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