

ITIL® Intermediate Release, Control and Validation (RCV)

Course#: ITSM-12

Duration: 3 Days

Price: 0.00

Course Description

The ITIL Intermediate Qualification: Release, Control and Validation (RCV) Certificate is a free-standing qualification, and also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management. The certification is a reflection of the holders ability to apply RCV practices for successful planning, testing and implementation of new services meeting organizational and business requirements.

KnowledgeHut brings you a comprehensive workshop aimed at helping you successfully gain the certification and the skills to apply RCV in a real world situation. With excellent coaching and a courseware approved by PEOPLECERT, you will have the best resources to learn and understand the value and significance of this module.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit [this link](#).

Objectives

On completion of this workshop and successful attempt of the examination, candidates will become proficient in:

- 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 developing new services or changing existing services

- How all processes in ITIL release, control and validation interact with other service lifecycle processes

- What are the 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 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 and control configuration items relating to a service

Knowledge management as part of enhancing the on-going management decision support and service delivery capability

Change evaluation to evaluate risks and ensure meeting committed service 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

You will also get:

In-depth preparatory help for examination

Comprehensive and crisp courseware in downloadable format

Coaching by ITIL certified experts

4 credits toward ITIL Expert certification and 30 PDUs for PMI recertification

Post workshop assistance and support

Workshop fee includes certification exam fee.

Audience

This workshop and the subsequent certification will benefit:

Release Managers, Security Administrators, IT Operations Managers, Database Administrators, Security Managers and others who need an understanding of the Release, Control and Validation processes and of how they may be used to enhance the quality of IT service development and delivery within an organization.

IT professionals who are working in organizations that have adopted ITIL for service improvement

Those seeking to gain the ITIL Expert Certification in ITSM or higher ITIL certifications for which this is a prerequisite

Prerequisites

The Pre-requisites to attaining the Intermediate Certification are given below:

Candidates are required to have (in their possession) and upload the following under their profile on the Peoplecert website:

ITIL Foundation Certificate (version does not matter)

Course Completion Certificate for ITIL Intermediate Release, Control and Validation (RCV).

Content

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

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

The benefits and business value that can be gained from change management and the challenges and risks to be managed

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

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 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

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, 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

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 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

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

Knowledge management

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-knowledge-wisdom (DIKW)) and how these 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

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

Technology and Implementation Considerations

A more detailed syllabus can be found at:

https://www.axelos.com/Corporate/media/Files/Syllabi/The_ITIL_Intermediate_Qualification_Release_Control_and_Validation_Certificate_Syllabus_v5-4.pdf

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.