

ITIL v3 Release, Control & Validation (RC&V)

Duration: 4 days

Course Overview

The intermediate level ITIL® v3 (version 3) Service Capability Module "Release, Control & Validation" offers candidates the ability to obtain role based hands on experience in a specific cluster of processes according to ITIL v3: Change Management, Re-lease and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Service Evaluation and Knowledge Management. This 4 day training includes an optional exam. Passing this exam adds 4 credits towards the 22 required credits to enter the advanced level in IT Service Management certification based on ITIL v3. Each module of the Capabilities series covers a specific cluster of ITIL v3 processes tailored to relevant roles. During this four-day instructor-led course, participants will obtain knowledge and hands-on experience in Release, Control & Validation. A balanced mix of practical assignments and lecturing reinforce knowledge learning and boost capabilities on the subject. Interactive lessons and lectures prepare participants for the optional exam: ITIL v3 Capability Module Release, Control & Validation.

Certification

This course prepares the participant for the official ITIL® v3 Capability Module Release, Control & Validation exam (optional). Participants who wish to take the exam are prepared through a test exam and instructor feedback. The exam is a complex multiple choice, multi-part, scenario based test for which 90 minutes is allowed to complete it. Students who pass the exam will receive the ITIL v3 Capability Module Release, Control & Validation Certificate in IT Service Management.

Objectives

Candidates can expect to gain competencies in the following upon successful completion of the course:

- Service Management as a practice
- The following processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation: Change management, Service release and deployment management, Service validation and testing, Service asset and configuration management, Knowledge management, Service request fulfillment and Evaluation
- Common Service Operation activities related to Release, Control and Validation processes
- Organizing for Service Operation which describe functions to be performed within Release, Control and Validation processes
- Release Control and Validation process roles and responsibilities
- Technology and Implementation considerations
- Challenges, critical success factors and risks



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- CSI as a consequence of effective Release, Control and Validation processes

Audience

The course "ITIL v3 Capability Module Release, Control & Validation" is targeted towards existing holders of the ITIL v3 Foundation certificate who want to gain in depth knowledge and hands-on experience in Release, Control & Validation.

Prerequisites

An ITIL v3 Foundation Certificate and preferably about two years work experience in an IT Service Management environment.