

ITIL® V3 Intermediate Capability-Release, Control and Validation Course Outline PDU=30

Objectives

- Understanding Service Management as a practice and the principles, purposes, and objectives of Service Transition.
- Knowing the important role of Release, Control, and Validation in service provision and understanding how the in-scope processes interact with other ITIL Service Lifecycle processes.
- Comprehending the activities, methods, and functions used in each of the ITIL Release Control and Validation processes.
- Knowing how to apply ITIL Release Control and Validation processes, activities, and functions to achieve operational excellence.
- Measuring ITIL Release Control and Validation performance.
- Understanding the importance of IT security and how it supports ITIL Release Control, and Validation.
- Understanding technology and implementation requirements in support of ITIL Release Control, and Validation.
- Comprehending the challenges, Critical Success Factors, and risks related to ITIL Release, Control, and Validation.

Audience

- Individuals who have their ITIL v3 Foundation certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) and want to pursue 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 Fulfilment, Service Evaluation, and Knowledge Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- Typical roles, including (but not restricted to) IT professionals, IT/business managers, and IT/business process owners, and IT practitioners.

Prerequisites

- Hold an ITIL v3 Foundation certificate or ITIL v2 Foundation + v3 Foundation Bridge certificate.
- 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 demonstrate familiarity with IT terminology and understand the context of ITIL Release Control and Validation management in their own business environment.
- Have some experience 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, and Service Validation and Testing.
- It is recommended that learners should complete at least 12 hours of personal study by reviewing the syllabus and the ITIL Service Lifecycle core publications, particularly the Service Transition and Service Operation books, in advance of attending training for the certification.



Course Description

This 5-day course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery. 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.

Duration

5days (Classroom)

Agenda

- Introduction
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Request Fulfilment Management
- Request Fulfilment
- Service Evaluation
- Knowledge Management
- Technology & Implementation Considerations
- Exam Preparation/Mock Exam
- Exam

About the Examination:

- Evidence of ITIL v3 Foundation certificate or ITIL v2 Foundation + v3 Foundation Bridge certificate and completion of the Release, Control, and Validation Capability course from an Accredited Training Provider are required to sit for the exam
- The exam is a closed-book exam with eight (8) multiple-choice, scenario-based, gradient-scored questions.
- The exam duration is a maximum of 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first are allowed a maximum of 120 minutes and the use of a dictionary).
- Each question has 4 possible answer options; one that is worth 5 marks, one that is worth 3 marks, one that is worth 1 mark, and one that is a distracter and receives no marks.
- The pass score is 28/40 or 70%.
- On successfully passing the ITIL Release Control and Validation exam, the student will be recognized with 4 credits in the ITIL Qualification scheme.