
ITILSCMRCV - ITIL® Intermediate - Service Capability Modules - Release, Control and Validation

Overview

Course Code	ITILSCMRCV	Duration	5.0 days
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The Release, Control and Validation (RCV) module is one of the qualifications in the ITIL® Service Capability work stream. The module focuses on the practical application of RCV practices in order to enable the successful planning, testing and implementation of new services that meet the organization's or users' needs.

The content of the course is based mainly on the best practice guidance contained in the ITIL Service Transition publication.

The RCV course is designed to develop organizations' or individuals' understanding of the ITIL Service Transition processes. It can ensure transitional changes are effectively managed, new services are validated and tested and that release and deployment fulfil organizational requirements. RCV also provides guidance on evaluating change and managing knowledge to improve decision-making processes.

Audience

- Individuals who require a deep understanding of the ITIL Certificate in the Release, Control and Validation processes and of how it may be used to enhance the quality of IT service support within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL, and who need to be informed about, and thereafter contribute to, an ongoing service improvement programme
- Operational staff involved in change management, release and deployment management, service validation and testing, service asset and configuration management, request fulfilment, change evaluation and knowledge management, and who wish to enhance their role-based capabilities
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management

for which the ITIL Expert is a prerequisite

Pre-Requisites

Candidates who hold the following ITIL qualifications are also eligible, and similar evidence will be required:

- Earlier ITIL (V2) Foundation plus Foundation Bridge
- ITIL Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

Key Topics

Module 1: Introduction to release, control and validation (RCV)

Module 2: Change management

Module 3: Service asset and configuration management (SACM)

Module 4: Service validation and testing (SVT)

Module 5: Release and deployment management (RDM)

Module 6: Request fulfilment

Module 7: Change evaluation

Module 8: Knowledge management (KM)

Module 9: Release, control and validation roles and responsibilities

Module 10: Technology and Implementation Considerations

Objectives

- 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 providing service
- How all processes in ITIL release, control and validation interact with other service lifecycle processes
- What are the processes, 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 importance of IT security and its contributions to 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 the state of service transition
- Knowledge management as part of enhancing the on-going management decision support and service delivery capability
- Request fulfilment and change evaluation to ensure meeting committed service level 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