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ITIL® Release Control & Validation

The IT Infrastructure Library® (ITIL) is the most widely accepted approach to IT Service Management in the world. ITIL is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Students taking this course will improve role-based capability and competency by increasing understanding about terminology, processes, roles & functions and activities in the ITIL Service Lifecycle. It also provides a structured guide to ensuring an organisation can develop and implement complete and integrated, Best Practice processes. The course enables students to sit the ITIL Capability examination in Release, Control & Validation. The ITIL Intermediate Qualification in Release, Control & Validation Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

ITIL Intermediate Qualification in Release, Control & Validation Certificate is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle.

COURSE CONTENT

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- ✓ Importance of Service Management as a practice concept, Service Transition principles, purpose and objective
- ✓ Process in Release Control & Validation and interaction across the Service Lifecycle
- ✓ How to use the processes in Release Control & Validation to achieve operational excellence
- ✓ Measurement and Metrics of Release Control & Validation activities, processes
- ✓ IT Security and its contribution to Release Control & Validation
- ✓ Technology & Implementation considerations
- ✓ Change Management as a capability to realise successful Service Transition
- ✓ Service Validation and testing as a capability to ensure integrity and quality of Service Transition
- ✓ SACM as a capability to monitor the state of Service Transition
- ✓ Knowledge management as part of enhancing the ongoing management decision support and service delivery capability
- ✓ Release control and Validation roles and responsibilities
- ✓ Challenges, KPIs and Risks associated with Release, Control & Validation

DURATION

This is an intensive five day course which includes the ITIL Release, Control & Validation examination which takes place on the final day.

PRE-REQUISITES

Candidates must already hold one of the following:

- ✓ ITIL Foundation certificate in IT Service Management
- ✓ ITIL V2 Foundation plus the Foundation Bridge Certificate
- ✓ ITIL Expert certificate in IT Service Management (achieved via Service manager or Practitioner bridging routes)

It is recommended that individuals demonstrate familiarity with IT terminology and understand the context of Release, Control and Validation within their own business environment

ACCREDITATION

- ✓ Multiple-choice
- ✓ 90 minute duration
- ✓ 8 scenario-based, gradient scored questions
- ✓ 70% required to pass
- ✓ Closed-book.

Target Audience

- ✓ Individuals who require a deep understanding of the ITIL certificate in the Release Control & Validation processes, and how it may be used to enhance the quality of IT Support within an organisation
- ✓ IT professionals that are working within an organisation 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 & Testing, Service Asset & configuration management, Request fulfillment, Change Evaluation and knowledge management and wish to enhance their role-based capabilities

Scheduled Dates & Prices

See our latest public schedule for dates, venues and prices. Visit us at www.ilxgroup.com.

Reservations & Information

To reserve your place on this course, or to find out more about in-house courses, please contact your local training advisor or email sales@ilxgroup.com for further assistance.