

ITIL V3 Intermediate In Release, Control & Validation

ITIL V3

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).

Course Objective

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

- 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 assure 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 Evaluation to assure meeting committed service level performance
- Release Control and Validation process roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and Risks associated to ITIL Release, Control and Validation

In addition the training for this certification should include examination preparation, including a mock Examination.

Pre-requisites

Delegates must already hold the ITIL® V3 Foundation or V2 Foundation plus the Foundation Bridge Certificate.

It is expected that individuals demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment.

Who should take this course

The ITIL Intermediate RCV qualification would suit candidates in the following roles:

- Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Evaluation and Knowledge Management, who wish to enhance their role-based capabilities.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the

Certificate Of Attendance

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance

Training Methodology & Materials

- This is an intensive four-day course which includes the ITIL® V3 Service Operation examination which takes place on the final day.

Training Duration

Full-Time : 5 days
Time : 9.30am-5.30pm

Course + Exam Training Fee

Course Fee(including exam) : S\$3299

DETAILED COURSE OUTLINE

Upon successful completion of this course delegates will be able to demonstrate competencies in the following:

Learning Unit RCV01: Introduction to Release, Control and Validation (RCV)

Bloom's Level 2 Objectives – Full understanding of RCV terms and core concepts

- The concept of Service Management as a practice and how it delivers value to customers and the business
- The underpinning processes and functions that support the Service Lifecycle
- What makes up the Service Capability RCV cluster (i.e. which stages of the Service Lifecycle contribute to this capability and how they interact) and its specific focus on Service Transition.

Learning Unit RCV02: Change Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Change Management inclusive of its design strategy, components, activities, roles and operation including its organizational structure and the 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

Learning Unit RCV03: Service Asset and Configuration Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Asset and Configuration Management inclusive of its design strategy, components, activities, roles and operation including its organizational structure and the 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

Learning Unit RCV04: Service Validation and Testing (SVT)

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for SVT process inclusive of its design strategy, components, activities, roles and operation including its organizational structure as well and the interfaces with other processes
- SVT testing perspectives (e.g. Test requirement, conditions, environments, data, etc.) and how these test components are used to ensure service quality
- The benefits and business value that can be gained from SVT as related to RCV

Learning Unit RCV05: Release and Deployment Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Release and Deployment Management inclusive of its design strategy, components, activities, roles and operation including its organizational structure and the interfaces with other processes
- The Release and Deployment model and related activities (e.g. design, planning, build, pilots, test, transfer, deployment, retirement, etc.) and how these activities ensure service quality
- The benefits and business value that can be gained from Release and Deployment Management

Learning Unit RCV06: Request Fulfilment

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Request Fulfilment inclusive of its design strategy, components, activities, roles and operation including its organizational structure and the interfaces with other processes (e.g. Incident and Release)

The Request Fulfilment model and related activities (e.g. effectiveness of designs, changes, performance, etc.) and provide examples of how these activities help to ensure Quality Service within RCV

- The benefits and business value that can be gained from Request Fulfilment Management

Learning Unit RCV07: Evaluation

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Evaluation inclusive of its design strategy, components, activities, roles and operation including its organizational structure and the interfaces with other processes
- The Evaluation model and related activities (e.g. effectiveness of designs, changes, performance, etc.) and how these activities help to ensure service quality

Learning Unit RCV08: Knowledge Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Knowledge Management inclusive of its design strategy, components, activities, roles and operation including its organizational structure and the interfaces with other processes (e.g. CSI processes)
- The Knowledge Management model and related activities (e.g. DIKW, stakeholder management, metrics, etc.) and how these activities help to ensure service quality
- The benefits and business value that can be gained from Knowledge Management

Learning Unit RCV09: Release, Control and Validation Roles and Responsibilities

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The roles and responsibilities related to Change Management, Service Asset and Configuration Management, Service Validation and Testing, Release and Deployment Management, Request Fulfilment, Evaluation, and Knowledge Management. Where and how these are used, as well as, how they fit within the Service Transition organization

Learning Unit RCV10: Technology and Implementation Considerations

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The technology requirements for Service Management tools, where how these would be used within RCV for process implementation (e.g. Knowledge Management and Service Asset and Configuration Management)
- The need and benefits of tools that support Service Transition as related to RCV
- Implementing processes including planning and managing Change, Service Operation, project management, risk management, and staff considerations.
- What best practices such as the "Deming Cycle" should be used in order to alleviate challenges and risks when implementing Service Management technologies as well as designing technology architectures.

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