

# ITIL® Intermediate

## Release, Control and Validation

### Course Description:

The ITIL Release Control and Validation (ITIL RCV) 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 Certificate in IT Service Management. The ITIL Release Control and Validation certification is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle and specifically in the following key ITIL process, role and function areas: Change Management, Service Asset and Configuration Management, Service Validation and Testing, Release and Deployment Management, Request Fulfilment, Change Evaluation, and Knowledge Management.

### Course and Learning Objectives:

This Candidates can expect to gain competence in the following areas:

- Importance of Service Management as a practice concept and Service Transition principles, purpose and objective
- Importance of ITIL® Release, Control and Validation while providing service
- How all processes in ITIL® RCV interact with other Service Lifecycle Processes
- What are the processes, activities, methods and functions used in each of the ITIL® RCV processes
- How to use the ITIL® RCV processes, activities and functions to achieve operational excellence
- How to measure ITIL® RCV
- The importance of IT security and its contributions to RCV
- The technology and implementation considerations surrounding ITIL® RCV
- Change Management as a capability to realize successful service transition
- RCV 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 ongoing management decision support and service delivery capability
- Request Fulfilment and Change Evaluation to ensure meeting committed service level performance
- RCV process roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks associated with ITIL® RCV

In addition, the training for this qualification should include examination preparation, and an opportunity for a mock examination.

### Course Approach:

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Intermediate Release, Control & Validation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace.

### Course Student Material:

Students will receive an ITIL® Release, Control & Validation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

### Certificate:

ITIL® Release, Control and Validation

### Duration

3 days

### Languages:

Cantonese

**Prerequisites**

An ITIL® Foundation certificate and preferably two years work experience in an IT Service Management environment.

**Target Audience**

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Release, Control & Validation cluster of processes and functions.

**About the Examination:**

Exam Format:

- Multiple choice examination questions
- Eight questions per paper
- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book