

ITIL Intermediate: Release, Control, and Validation Course Summary

Description

The ITIL Intermediate Qualification: Release, Control and Validation (RCV) Certificate, although a stand alone qualification, yet 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. The ITIL Certificate in Release, Control and Validation is intended to enable the course participants to apply the ITIL best practices during the Service Management Lifecycle. The course approach combines theoretical and hands-on knowledge transfer, including individual and group practical exercises.

Topics

- Introduction
- Change Management
- Service Asset and Configuration Management
- Service Validation and Testing
- Release and Deployment Management
- Request Fulfillment
- Service Evaluation
- Knowledge Management
- Service Release, Control and Validation Roles and Responsibilities
- Technology and Implementation Considerations
- Summary, Exam Preparation and Directed Studies

Audience

The target group of the ITIL Expert Qualification: Release, Control and Validation is:

Individuals who require a deep understanding of ITSM/ITIL service Release, Control and Validation processes and 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 who need to contribute to an ongoing service improvement program
- Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Service Evaluation and Knowledge Management, who wish to enhance their role-based capabilities.

This may include but is not limited to, IT professionals, business managers and business process owners.

Prerequisites

Individuals who have attained and have a proof of one of the following certifications:

- V3 ITIL Foundation certificate in Service Management; OR
- V2 Foundation plus the V3 Foundation Bridge certificate;

It is also strongly recommended that course participants:

- Possess 2 to 4 years professional experience working in IT Service Management
- Demonstrate familiarity with IT terminology and understand the context of Release, Control and Validation management in their own business environment

Have some experience of 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
- Service validation and testing

Duration

Five days

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Course Outline

I. Introduction

- A. The concept of Service Management as a practice
- B. The concept of Service, its value proposition and composition
- C. The functions and process across the Lifecycle
- D. The role of Processes in the Service Lifecycle
- E. How Service Management creates business value
- F. How the processes within the Service Offerings and Agreement curriculum supports the Service Lifecycle

II. Change Management

- A. The purpose, goal and objectives of the change management process and describe its practical application within a business environment
- B. The scope of the change management process
- C. The business value of change management and demonstrate some practical examples in real-life situation.
- D. Change management policies, and its design and planning considerations
- E. Types of change request and describe those using examples by Service Lifecycle stage
- F. Typical activities of managing changes and describe workflow of processing different types of change requests
- G. The methods and techniques associated with each major change management activity
- H. The change management process triggers, inputs, outputs and interfaces with other processes
- I. How change management can be effectively measured and list example of types of metrics and their applications
- J. Typical change management activities that may be performed on a day-to-day basis during the Service Operation Lifecycle stage

- K. The relationship between Continual Service Improvement and organizational change

III. Service Asset and Configuration Management

- A. The purpose of the SACM process and the goal of configuration management
- B. The scope of asset management and configuration management
- C. The business value of SACM process and how it supports the execution of other processes
- D. The SACM policies and basic concepts, and be able to distinguish various types of Configuration Item (CI)
- E. The use of a configuration management system (CMS), and its major components, in supporting the effective execution of SACM process
- F. The key SACM process activities of SACM, and describe the tools, activity model and deliverables for executing each of these key activities
- G. The considerations for retaining CMS back-up and historical data for business purposes
- H. How the SACM process can be effectively measured, and list example of types of metric and their application
- I. Typical configuration management activities that may be performed on a day to day basis by Service Operation.

IV. Service Validation and Testing

- A. The purpose, goal and objectives of the SVT process
- B. The scope of the SVT process
- C. How policies can drive and support the execution of the SVT process, and describe practical examples of such policies
- D. Various test models, understand their objectives and test conditions.
- E. Examples of validation condition

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Course Outline (cont'd)

- F. Various validation and testing perspectives, understand each of their purposes and the stakeholder groups' requirements to be addressed
- G. The use of test levels and test models to help with building quality service deliverables during the early stage of the service development Lifecycle
- H. The key activities of the SVT process, and understand the underlying method and techniques in performing each step
- I. The SVT process triggers, inputs, outputs and interfaces with other processes
- J. The practices of maintaining test data and test environments in respect of changing test requirements
- K. How the SVT processes can be measured in terms of business value contribution and internal efficiency, and list examples of possible metrics

V. Release and Deployment Management

- A. The purpose, goal, objectives and scope of the RDM process
- B. The business value of the RDM process
- C. The concept of Release Unit, and distinguish and apply various Release Design options and considerations
- D. The overall approach for release and deployment planning. Describe clear planning considerations such as pass/fail criteria. Release build and test, pilots, deployment, logistics, delivery and financial
- E. The approach for developing the detailed implementation plan for release deployment
- F. The key steps for performing the actual transfer, deployment and retirement, verifying deployment and providing Early Life support after deploying the new release

- G. The RDM process triggers, inputs, outputs and interfaces with other processes
- H. How information pertaining to service deployment should be recorded and maintained
- I. The challenges, risks and critical success factors pertaining to release and deployment management

VI. Request Fulfillment

The purpose and scope of the request fulfillment process

How Request Fulfillment may help to establish a self-help service practice within an organization. Demonstrate examples of service requests that can be offered as standard services

The difference between Request Fulfillment and Incident Management and therefore how they may be handled differently

The relationship between Request Fulfillment and Release Management, and how they interact with SACM process to handle pre-defined release
Some of the challenges, risk and critical success factors pertaining to Request Fulfillment management

VII. Service Evaluation

- A. The purpose, goal, objectives and scope of the service evaluation process
- B. The terminologies used for the service evaluation process and demonstrate typical evaluation workflow
- C. The intended effect and unintended effect of a change, and apply the factors for evaluating the effectiveness of a service design and changes
- D. The evaluation of predicted service performance and actual performance to risk management and demonstrate how it could impact the course of actions for the overall service design / change evaluation
- E. Some of the challenges pertaining to Service Evaluation

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Course Outline (cont'd)

VIII. Knowledge Management

- A. The purpose, goal, objectives and scope of the KM process
- B. The business value of the KM process, especially in the context of service transition, and demonstrate the benefits of deploying a Service Knowledge Management System using real-life examples
- C. The basic layers of the KM concept using the DIKW structure, demonstrate relationships between the layers using examples
- D. What constitutes an effective KM strategy, and apply practical techniques for enabling knowledge transfer
- E. Effective data and information management for successful knowledge management, and describe its key steps
- F. The stakeholder groups within the IT service management organization whose support is needed for effective knowledge management, and understand why their commitment and support are critical
- G. Various perspectives in measuring the value contribution of KM, and describe some practical metrics for each of these perspectives
- H. The relationship between Continual Service Improvement and knowledge management

IX. Service Release, Control and Validation Roles and Responsibilities

- A. Change Management
- B. Service Asset and Configuration Management
- C. Service Validation and Testing
- D. Release and Deployment
- E. Request Fulfillment
- F. Service Performance and Risk Evaluation
- G. Service Knowledge Management

X. Technology and Implementation Considerations

- A. The list of generic requirements for ITSM technology for implementing processes
- B. The evaluation criteria for technology and tooling for process implementation
- C. The practices for process implementation which include:
- D. Managing change in operations
- E. Service operation and project management
- F. Assessing and managing risk in service operation
- G. Operational staff in service design and transition
- H. The challenges, critical success factors and risks related to implementing practices and processes
- I. How to plan and implement Service Management technologies
- J. The technology considerations for implementing the following processes and activities:
- K. Collaboration for process execution
- L. Configuration Management
- M. Knowledge Management
- N. The Deming Cycle and apply its concept to perform self-monitoring and self-improving for all processes on a continual basis

XI. Summary, Exam Preparation and Directed Studies