



**ITIL® 2011 Intermediate Capability-
Release, Control and Validation (RCV)**
Course Outline



Program Overview

In today's dynamic business climate, service outages cause real bottom line impact to the business. Mature processes are critical in enabling IT organizations to smoothly transition new and changed services into production, helping to ensure stability for IT and the business. The ITIL capability course – Release, Control and Validation (RCV) – provides the best practice process knowledge required to build, test and deploy successful IT services.

This Four (4) day course provides in-depth knowledge of the ITIL RCV areas: Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Change Evaluation and Knowledge Management.

Duration

4 day program

Learning Objectives

Upon successful completion learners will understand:

- Service Transition purpose, objectives and scope
- Activities related to overall transition planning and ongoing support
- RCV processes: Change, Service Asset and Configuration, Knowledge, Release and Deployment Management, along with Service Validation and Testing, Change Evaluation and Request Fulfillment
- RCV roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks

Target Audience

- IT professionals, business managers and process owners who require a deep understanding of the Release, Control and Validation processes and how they may be used to enhance the quality of IT service support within an organization
- Individuals seeking to achieve the ITIL Master or ITIL Expert Certification

Prerequisites

- The ITIL Foundation Certification in IT Service Management
- Two (2) to four (4) years professional experience with service management

Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- **ITIL Release Control and Validation: Introduction and Overview**
 - Exploring the purpose and objectives of the service transition stream
 - The scope of the service transition phase in relation to the RCV processes
 - Developing an effective service transition strategy
 - The approach and best practices in planning and coordinating service transition activities
- **Core Release, Control and Validation (RCV) Processes**
 - Change management
 - Purpose, goals and objectives
 - Implementing change with minimal rework
 - Evaluating business, technical and financial aspects
 - Achieving successful service transition
 - Activities, methods and techniques
 - Post-implementation review
 - Key metrics to measure success

➤ **Service Asset and Configuration Management (SACM)**

- Business value of the SACM process
- Activities, methods and techniques
- Supporting the effective execution of the SACM process using a Configuration Management System (CMS)
- Describing the tools, activity model and deliverables for executing each key activity
- Effectively measuring the SACM process with metrics
- Typical day-to-day configuration management activities

➤ **Service Validation and Testing (SVT)**

- How SVT creates business value
- Identifying how policies can drive and support the execution of the SVT process
- Triggers, inputs, outputs and interfaces with other processes
- Acquiring relevant test data
- Building quality service deliverables using test levels and test models
- Measuring the SVT process in terms of business value contribution

➤ **Release and Deployment Management (RDM)**

- Analyzing how services are released into production to enable effective use of services
- Planning, scheduling and controlling releases
- Identifying clear planning conditions including pass/fail criteria
- Illustrating the main activities in relation to RCV
- The key steps for performing the actual transfer
- Defining metrics for process quality

➤ **Request Fulfillment and Change Evaluation**

- Analyzing how service requests should be handled
- Request fulfillment and a self-help service practice
- Identifying the differences between request fulfillment and incident management

➤ **Evaluating services against target performance in the context of change**

- Meeting committed service level performance
- Intended and unintended effects of a change
- Evaluating predicted service performance and actual performance

➤ **Knowledge Management (KM)**

- The business value of the KM process
- Identifying what constitutes an effective KM strategy
- Analyzing the basic layers of KM using the DIKW structure
- Describing the key steps of effective data and information management

➤ **Roles and Responsibilities**

- Change management
- Service asset and configuration management
- Release and deployment management
- Request fulfillment and change evaluation

➤ **Technology and Implementation Considerations**

- Technology as part of implementing service management
- Evaluation criteria for service management tools
- Identifying good practices with service design
- Challenges, critical success factors and risks
- Managing change in operations
- Implementing service management technologies

Examination

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. The pass mark is 28 marks from 40 (70%).

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