



ITIL Service Capability: Release, Control and Validation Certificate

Course ID#: 1095-251-32-Z

35 Hrs

Course Content

Course Description:

This course immerses students in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes. To implement new services in a controlled and cost-effective manner, IT departments must successfully implement ITIL Release, Control and Validation best practices. Students gain the skills required to take the ITIL Release, Control and Validation Certification Exam.

Prerequisites:

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Topics:

Introduction

- Must be able to understand and describe:
- the concept of Service Management as a practice
- the concept of Service, its value proposition and composition
- the functions and processes across the Lifecycle
- how service management processes are defined, and how they can be applied across the Service Lifecycle with different perspective
- how Service Management creates business value
- scope of the Service Transition Lifecycle in relation to the RCV processes, its value to the business and how the RCV processes interact with processes within other Lifecycle Stages

Change Management

- Must be able to understand and describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:
- the purpose, goal, and objectives of the change management process and describe its practical application within a business environment
- the scope of the change management process
- the business value of change management and demonstrate some practical examples in real-life situation



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Service Asset and Configuration Management

- Must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:
- the purpose of the SACM process and the goal of configuration management
- the scope of asset management and configuration management
- the business value of SACM process and how it supports the execution of other processes
- the SACM policies and basic concepts, and be able to distinguish various types of CI
- the use of a configuration management system (CMS), and its major components, in supporting the effective execution of SACM process
- the key SACM process activities of SACM, and describe the tools, activity model, and deliverables for executing each of these key activities
- the considerations for retaining CMS back-up and historical data for business purposes
- how the SACM process can be effectively measured, and list example of types of metric and their applications
- typical configuration management activities that may be performed on a day to day basis by Service Operation

Service Validation and Testing

- Must be able to understand and describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:
- the purpose, goal and objectives of the SVT process
- the scope of the SVT process
- how policies can drive and support the execution of the SVT process, and describe practical examples of such policies
- various test models, understand their objectives and test conditions
- examples of validation condition
- various validation and testing perspectives, understand each of their purposes, and the stakeholder groups' requirements to be addressed
- the use of test levels and test models to help with building quality service deliverables during the early stage of the service development Lifecycle
- the key activities of the SVT process, and understand the underlying method and techniques in performing each step
- the SVT process triggers, inputs, outputs and interfaces with other processes
- the practices of maintaining test data and test environments in respect of changing test requirements
- how the SVT processes can be measured in terms of business value contribution and internal efficiency, and list examples of possible metrics
- Must be able to understand and describe, identify, demonstrate, distinguish, decide or analyze:
- 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
- some of the challenges pertaining to Service Evaluation



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Knowledge Management

- Must be able to understand and describe, identify, demonstrate, distinguish, decide or analyze:
- the purpose, goal, objectives and scope of the KM process
- 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
- the basic layers of the KM concept using the DIKW structure, demonstrate relationships between the layers using examples
- what constitutes an effective KM strategy, and apply practical techniques for enabling knowledge transfer
- effective data and information management for successful knowledge management and describe its key steps
- 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

Change Management

- Must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:
- change management policies, and its design and planning considerations
- types of change request and describe them using examples by Service Lifecycle stage
- typical activities of managing changes and describe how workflow of processing different types of change requests
- the methods and techniques associated with each major change management activity
- the change management process triggers, inputs, outputs and interfaces with other processes
- how change management can be effectively measured, and list example types of metrics and their applications
- typical change management activities that may be performed on a day-to-day basis during the Service Operation Lifecycle stage
- the relationship between Continual Service Improvement and organizational change

Release and Deployment Management

- Must be able to understand, describe, identify, demonstrate, distinguish, decide or analyze:
- the purpose, goal, objectives and scope of the RDM process
- the business value of the RDM process
- the concept of Release Unit, and distinguish and apply various Release Design options and considerations
- 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
- the approach for developing the detailed implementation plan for release deployment
- the key steps for performing the actual transfer, deployment and retirement, verifying deployment and providing Early Life support after deploying the new release
- the RDM process triggers, inputs, outputs and interfaces with other processes
- how information pertaining to service deployment should be recorded and maintained
- the challenges, risks and critical success factors pertaining to release and deployment management



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Request Fulfillment

- Must be able to understand and describe, identify, demonstrate, distinguish, produce, decide or analyze:
- 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 on the menu
- 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

Service Evaluation

- Must be able to understand and describe, identify, demonstrate, distinguish, decide or analyze:
- the purpose, goal, objectives and scope of the service evaluation process
- the terminologies used for the service evaluation process and demonstrate typical evaluation workflow
- the intended effect and unintended effect of change, and apply the factors for evaluating the effectiveness of a service design and changes

Knowledge Management (continued)

- Must be able to understand and describe, identify, demonstrate, distinguish, decide or analyze:
- various perspectives in measuring the value contribution of KM, and describe some practical metrics for each of these perspectives
- the relationship between Continual Service Improvement and knowledge management
- 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
- various perspectives in measuring the value contribution of KM, and describe some practical metrics for each of these perspectives
- the relationship between Continual Service Improvement and knowledge management

Service Release, Control and Validation Roles and Responsibilities

- Must be able to understand, describe, identify, demonstrate, distinguish, decide or analyze:
- the key roles / functions responsible for executing each process step as related to:
- Change Management
- Service Asset and Configuration Management
- Service Validation and Testing
- Release and Deployment
- Request Fulfillment
- Service Performance and Risk Evaluation
- Service Knowledge Management