

RELEASE, CONTROL & VALIDATION

The ITIL Intermediate Qualification: Release, Control and Validation (RCV) Certificate is part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

COURSE COMPETENCIES

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation management
- Change management as a capability to realise 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 state of service transition
- Knowledge management as part of enhancing the on-going management decision
- Service 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

COURSE STRUCTURE

This 5 day 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 Transition Lifecycle phase with its process activities and supporting methods and approaches to executing these processes. To implement new and changed services in a controlled and cost-effective manner, IT departments must successfully implement ITIL Release, Control and Validation best practices.

EXAMINATION

The exam comprises 8 multiple choice, scenario-based, gradient scored questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one of which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. Maximum 90 minutes for all candidates in their respective language, and a minimum passing score of 70%.

WHO SHOULD ATTEND

- IT professionals involved in IT Service Management implementation and improvement programs.
- Operational staff, managers and team leaders involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation.

PRE-REQUISITES

- ITIL v3 Foundation Certificate (or the ITIL v1/v2 Foundation + v3 Foundation Bridge certificate)

Introduction and Overview

- Analyzing and exploring the importance of the Service Capability stream
- Service Management as a practice
- The Service value proposition
- How the Release, Control and Validation capabilities support the Service Lifecycle

PROCESSES THAT SUPPORT THE SERVICE MANAGEMENT LIFECYCLE

Change Management

- Purpose, goals and objectives
- Implementing change with minimum disruption and 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

- Business value of monitoring service transition
- Activities, methods and techniques
- Establishing configuration baselines
- Correlating IT services with need components
- Tracking and reporting asset values
- Establishing metrics that measure success

Knowledge Management

- Purpose, goals and objectives
- Enhancing decision support
- Activities, methods and techniques
- Establishing metrics to measure service delivery quality

PROCESSES THAT ARE FOCUSED WITHIN THE SERVICE TRANSITION STAGE

Service Validation and Testing

- How Service Validation and Testing creates business value
- Assuring transition integrity and quality
- The Service V Model
- Fit for purpose : Fit for Use
- Acquiring relevant test data

Release and Deployment Management

- Analyzing how services are released into production to enable effective use of services
- Planning, scheduling and controlling releases
- Moving to the live environment
- Illustrating the main activities and how they relate to the capability of Release, Control and Validation
- Maintaining information on service deployment
- Defining metrics for process quality

Request Fulfilment & Service Evaluation

Analyzing how service requests should be handled

- Avoiding congestion and obstruction of the normal incident and change management processes
- Process scope and objectives
- The triggers, input and output of request fulfilment

Evaluating services against target performance in the context of change

- Meeting committed service level performance
- Activities, methods and techniques
- Key metrics to measure success

ORGANISING FOR SERVICE TRANSITION

Roles and Responsibilities

- Change management
- Service asset and configuration management
- Service validation and testing
- Release and deployment
- Service desk (fulfilment) and service evaluation

Technology and Implementation Considerations

- Technology as part of implementing service management
- Special technology features related to Release, Control and Validation
- Generic requirements and evaluation criteria
- Good practices for implementation
- Challenges, critical success factors and risks

Common Service Activities

- Service monitoring and control
- Deming cycle
- CSI techniques

Continual Service Improvement

- The relationship of CSI in respect to organizational change
- Implementing an effective CSI program
- Service reporting
- Cost benefit justification