ITIL® Release, Control and Validation

Course Outline

Prerequisites: Must be ITIL Foundation Certified

The ITIL® Intermediate Qualification: Release, Control and Validation 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 in IT Service Management Certificate. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service Management as documented in the ITIL® Release, Control and Validation publication.

Release, Control and Validation specifically addresses the need to ensure that services are planned, built, tested, evaluated and deployed in a controlled manner, ensuring that they meet the organisations requirements, and ensuring that on deployment there is no or minimal disruption to our existing Infrastructure and services, and that the required organisational needs are met, and value realised.

Individual Benefits

You will gain an understanding on how Release, control and validation forms the core of the Service Transition stage of the ITIL® Lifecycle, and works to try and ensure only beneficial changes are introduced into the production environment, in a controlled fashion.

It will also become apparent from the training that service transition needs to ensure that all requirements for the service are considered during the build/test/deployment phase, including people, (both the business and IT), processes, measurements and metrics, knowledge, tools etc. If we are to create the expected and required organisational value.

What Modules are covered?

RCV01: Introduction to RCV

RCV02: Change Management Process

RCV03: Service Asset and Configuration Management

RCV04: Service Validation and Testing

RCV05: Release and Deployment Management

RCV06: Change Evaluation

RCV07: Knowledge Management

RCV08: Roles and Responsibilities

RCV09: Technology and Implementation Considerations

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