

Release, Control & Validation (RCV) an ITIL® 2011 Edition Service Capability Course

Introduction

The RCV course builds on the general principles covered as part of the ITIL Foundation course. To implement new or changed services in a controlled and cost effective manner and then transition control to the operations groups, IT organizations must successfully implement ITIL RCV best practices. This course therefore covers in-depth the Change Management, Service Asset and Configuration Management, Service Validation and Testing, Release and Deployment Management, Request Fulfillment, Change Evaluation and Knowledge Management processes, to the level needed to introduce or improve these capabilities within an organization as an integral part of the overall business-focused Service Management framework.

Course Duration

This is an intensive five-day course that includes the official accreditor's certification exam.

What You Will Learn

The Release, Control & Validation course focuses on the process activities and their interrelationships. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

- **RCV and the Service Lifecycle:**
Understand the purpose, objectives and scope of the Service Transition lifecycle phase and the role that RCV activities play within the lifecycle
- **RCV Key Principles, Models and Concepts:**
Understand the common Service Transition / Service Operation principles and guidelines that will influence the performance of the RCV processes; understand the RCV roles
- **RCV Processes:**
Understand and articulate the activities of the RCV processes including, for the processes listed below, the purpose and objectives; scope; value to the business and the service lifecycle; policies, principles and basic concepts; activities, methods and techniques; triggers, inputs, outputs and interfaces; information management requirements, critical success factors and key performance indicators; challenges and risks within each of the processes. The processes include:
 - Change Management
 - Service Asset & Configuration Management
 - Service Validation & Testing
 - Release & Deployment Management
 - Request Fulfillment
 - Change Evaluation
 - Knowledge Management
- **Service Management Technology:**
Understand the use of technology in supporting Service Management and the RCV processes and explore concepts that have an impact on its planning and implementation

Note: The emphasis of this course is on the process activities, their measurement, the interrelationships and roles and responsibilities; in-depth discussion of the management/control activities occurs in the Service Transition and Service Operation Lifecycle courses.

Prerequisites

- The ITIL Foundation Certificate (or earlier ITIL v2 Foundation Certificate plus Foundation Bridge).
- Two to four years professional experience with Service Management as well as defined experience in at least one of the RCV processes is highly desirable.

Who Should Attend

- This course is one of the Intermediate Level certification courses and is recommended for individuals who require a deeper understanding of the ITIL v3 RCV capabilities and how they may be implemented to enhance the quality of ITSM within an organization, for example:
 - IT professionals working in roles associated with Service Transition within a service-based business model.
 - Individuals seeking the *ITIL Expert™* level certification in ITSM for which these are prerequisite modules or seeking progress towards the *ITIL Master™* standing in ITSM for which the *ITIL Expert™* certification is a prerequisite.

Student Responsibilities

Students must complete at least 12 hours of personal study by reviewing the Service Transition publication prior to the course start and allowing for a minimum of 90 minutes of study per evening during the course.

The RCV course and exam are very challenging. Upon registration for the course, students will be provided with a pre-course reading list. Students will be expected to read the sections listed from the appropriate ITIL book – *Service Transition* – before the first day of class.

Note: This ITIL publication is **NOT** included with the course but can be purchase from orders@diymonde.com.

Professional Qualification

This course forms part of the ITIL Intermediate qualification program. Successfully passing the 90 minute in-class exam, consisting of 8 complex, multi-part, multiple-choice, scenario-based, gradient-scored questions leads to the ITIL Intermediate Service Capability Certificate: Release, Control & Validation. The pass mark is 70% (28/40).

Successful completion of this course and exam provides 4 points of the necessary 15 'electives' to achieve the ITIL Expert certification (2 points for Foundation and 5 points for Managing Across the Life Cycle are mandatory).

Note: The Lifecycle course 'Service Transition' and the Capability course 'Release, Control & Validation' have a significant amount of overlap of topics and therefore, in the interests of achieving the broadest possible education, it is **NOT** recommended that both feature in the selection of courses taken in order to acquire the points necessary for the award of 'ITIL Expert' status – even though all points acquired will be credited.

Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. The *Release Control and Validation ITIL Intermediate Capability Handbook* will be provided when published. All materials are distributed on the first day.

Instructors

All DIYmonde instructors are fully qualified and accredited by the appropriate examination board.