

Capability Modules

ITIL v3 Intermediate :

Release, Control & Validation eLearning course



ADVICE | SKILLS | KNOWLEDGE



Course Description:

This intensive interactive course immerses learners 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 program is part of the Intermediate Capability Stream and focuses on the processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation management. The principles and activities relevant to the processes, technology and implementation considerations, and management and control of the activities are covered within this program.

The main focus of this course is on the RCV process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in Release, Control and Validation of the Service Management Lifecycle.

This course is designed using an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the EXIN Intermediate Level Certificate Release, Control and Validation.

Learning Objectives:

At the end of this course, the learner will gain competencies in:

1. Understanding Service Management as a Practice, Service Operation principles, purpose and objective
2. Knowing the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
3. The activities, methods and functions used in each of the Release, Control and Validation processes
4. The application of Release, Control and Validation processes, activities and functions to achieve operational excellence
5. How to measure Release, Control and Validation performance
6. The challenges, critical success factors and risks related with Operational Support and Analysis
7. An in-depth understanding of Change Management, Service Validation and testing,

Service Asset and Configuration Management, Knowledge Management, Evaluation, Release and Deployment, Request Fulfilment processes

8. The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle

9. Technology and implementation considerations surrounding Release, Control and Validation

10. Challenges, critical success factors and risks associated with this module

Audience: The Operational Support and Analysis Capability course will be of interest to:

1. Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.

2. Individuals and / or operational staff who require a comprehensive practical understanding of the Release, Control and Validation processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Change Management, Service Validation and testing, Service Asset and Configuration Management, Knowledge Management, Evaluation, Release and Deployment, Request Fulfilment processes, Technical Management, IT Operations Management and Application Management

3. IT professionals involved in IT Service Management implementation and improvement programs. A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

Benefits:

By developing participants' knowledge regarding the ITIL framework it will enable:

1. The establishment of a common language between the business and IT.

2. Readiness for Release, Control and Validation implementation and maintenance

3. Consistency in support of IT Services.

4. Staff better understand their role within the entire Service Lifecycle

Pre-requisites:

ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Release, Control and Validation book prior to commencement of this program.

Delivery:

The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice EXIN examination.

This program is an eLearning Program.

Program Materials

1. Access to presentation with trainer audio
2. The Art of Service Release, Control and Validation Book
3. Exercises + Answers (where applicable)
4. Mock Exam questions



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