

Course Description

The ITIL Certificate in Release, Control and Validation is intended to enable the holders of the certificate to apply the practices during the service management lifecycle and specifically in the following key ITIL process, role and function areas:

- ▶ Change management
- ▶ Service asset and configuration management
- ▶ Service validation and testing
- ▶ Release and deployment management
- ▶ Request fulfillment
- ▶ Change evaluation
- ▶ Knowledge management

Target Candidate:

The target group of the ITIL Intermediate Qualification: Release, Control and Validation Certificate includes, but is not restricted to:

- ▶ IT professionals | Business managers | Business process owners
- ▶ Individuals who require a deep understanding of the ITIL Certificate in the Release, Control and Validation processes and of how it may be used to enhance the quality of IT service support within an organization.
- ▶ IT professionals that are working within an organization that has adopted and adapted ITIL, and who need to be informed about, and thereafter contribute to, an ongoing service improvement programme.
- ▶ Operational staff involved in change management, release and deployment management, service validation and testing, service asset and configuration management, request fulfillment, change evaluation and knowledge management, and who wish to enhance their role-based capabilities
- ▶ Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite

Prerequisite:

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management which must be presented as documentary evidence to gain admission.

Course Outline:

Learning Unit RCV01: Introduction to release, control and validation (RCV)

- ▶ The purpose, objectives and scope of service transition lifecycle phase
- ▶ The RCV processes in relation to service transition
- ▶ Activities related to overall transition planning and ongoing support

Learning Unit RCV02: Change management

- ▶ The end-to-end process flow for change management , including its policies, design strategy, concepts, activities, and interfaces with other processes
- ▶ A measurement model and the metrics that would be used to support change management within RCV practices
- ▶ The benefits and business value that can be gained from change management and the challenges and risks to be managed

Learning Unit RCV03: Service asset and configuration management (SACM)

- ▶ The end-to-end process flow for service asset and configuration management, including its policies, design strategy, concepts, activities and interfaces with other processes
- ▶ A measurement model and the metrics that would be used to support service asset and configuration management within RCV practices
- ▶ The benefits and business value that can be gained from service asset and configuration management and the challenges and risks to be managed

Learning Unit RCV04: Service validation and testing (SVT)

- ▶ The end-to-end process flow for the SVT process, including its policies, concepts, activities and interfaces with other processes
- ▶ Test modeling techniques and testing concepts (for example, stakeholder requirements, test conditions, environments, data) and how these test components are used to ensure service quality
- ▶ A measurement model and the metrics that would be used to support service validation and testing within RCV practices
- ▶ The benefits and business value that can be gained from SVT and the challenges and risks to be managed

Learning Unit RCV05: Release and deployment management (RDM)

- ▶ The end-to-end process flow for release and deployment management , including its policies, concepts, phases, activities and interfaces with other processes
- ▶ Release and deployment models and related activities (for example, design, planning, build, pilots, test, transfer, deployment, retirement). and how these activities ensure service quality
- ▶ A measurement model and the metrics that would be used to support release and deployment management within RCV practices
- ▶ The benefits and business value that can be gained from release and deployment management

Learning Unit RCV06: Request fulfillment

- ▶ The end-to-end process flow for request fulfillment, including its policies, concepts, activities, and interfaces with other processes (for example, RDM, SACM and change management)
- ▶ Request fulfillment models and related activities (for example, effectiveness of designs, changes, performance) and how these activities help to ensure quality service within RCV
- ▶ A measurement model and the metrics that would be used to support request fulfillment within RCV practices
- ▶ The benefits and business value that can be gained from request fulfillment and the challenges and risks to be managed

Learning Unit RCV07: Change evaluation

- ▶ The end-to-end process flow for change evaluation, including its policies, concepts, activities interfaces with other processes
- ▶ Perspectives and considerations for evaluating the effectiveness of a service change
- ▶ A measurement model and the metrics that would be used to support change evaluation within RCV Practices
- ▶ The benefits and business value that can be gained from change evaluation and the challenges and risks to be managed.

Learning Unit RCV08: Knowledge management (KM)

- ▶ The end-to-end process flow for knowledge management, including its policies, concepts, activities and interfaces with other processes (for example CSI processes)
- ▶ Related concepts (for example, data-information-knowledge-wisdom (DIKW)) and how these activities help to ensure knowledge transfer and improved decision-making
- ▶ The benefits and business value that can be gained from knowledge management and the challenges and risks to be managed.

Learning Unit RCV09: Release, control and validation roles and responsibilities

- ▶ Generic roles that support service transition and the RCV processes
- ▶ The roles and responsibilities related to transition planning and support, change management, service asset and configuration management, service validation and testing, release and deployment management, request fulfillment, change evaluation, and knowledge management. Where and how these are used, as well as how they fit within the context of service transition.

Learning Unit RCV10: Technology and Implementation Considerations

- ▶ The technology requirements for service management tools, where and how these would be used within RCV (for example, knowledge management and service asset and configuration management)
- ▶ The need and benefits of tools that support service transition as related to RCV
- ▶ Implementing RCV processes in the context of planning and managing change, service operation, project management, risk management, and staff considerations

Learning Objectives:

Candidates can expect to gain competencies in the following areas upon successful completion of the education and examination components related to this certification:

- ▶ The importance of service management as a practice concept and service transition principles, purpose and objective
- ▶ The importance of ITIL release, control and validation while providing service
- ▶ How all processes in ITIL release, control and validation interact with other service lifecycle processes
 - ▶ What are the processes, activities, methods and functions used in each of the ITIL release, control and validation processes
- ▶ How to use the ITIL release, control and validation processes, activities and functions to achieve operational excellence
- ▶ How to measure ITIL release, control and validation
- ▶ The importance of IT security and its contributions to ITIL release, control and validation
- ▶ The technology and implementation considerations surrounding ITIL release, control and validation
- ▶ Change management as a capability to realize successful service transition
- ▶ Service validation and testing as a capability to ensure the integrity and the quality of service transition
- ▶ Service asset and configuration management as a capability to monitor the state of service transition
- ▶ Knowledge management as part of enhancing the on-going management decision support and service delivery capability
- ▶ Request fulfillment and change evaluation to ensure meeting committed service level performance
- ▶ Release, control and validation process roles and responsibilities
- ▶ Technology and implementation considerations
- ▶ Challenges, critical success factors and risks associated with ITIL release, control and validation

Exam Format:

- ▶ Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one which is worth 5 marks, one 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
- ▶ Candidates completing an exam in a language that is not their mother tongue have a maximum of 120 minutes to complete the exam and are allowed the use of a dictionary
- ▶ Closed book exam
- ▶ Pass score 28/40 or 70%