ITIL® Release, Control And Validation (ITIL®-RCV)

Modality: Virtual Classroom

Duration: 5 Days

"If you enroll in this course without the Master Subscription plan, you receive a Free Official Exam Voucher for ITIL-RCV Exam. This course does not include Exam Voucher if enrolled within the Master Subscription, however, you can request to purchase the Official Exam Voucher separately."

About the course:

While the course along with its exam are free standing, it is also considered to be a part of the ITIL® intermediate capability stream. The course is of 4 credits and is one of the credentials that allow students to eventually opt for the ITIL® Expert Certificate in IT Service Management.

The exam comprises of eight, complex MCQs (multiple choice questions) which are based on different unique scenarios, which need to be completed within 90 minutes. Once the course is complete, then the student needs to take the exam and clear it. Those who clear the exam will be able to obtain the ITIL® Intermediate Qualification: Release, Control and Validation Certificate.

The course follows the accredited course syllabus as well as the certification process. It consists of practices exercises, tutorials, and exam practices, and is a trainer taught course.

Course Objectives:

This course helps the students in applying the RCV (Release, Control and Validation) practices in the service management lifecycle, especially in the following key ITIL® roles, processes, and function areas.

- Change management

- Service validation and testing

- Release and deployment management

- Service asset and configuration management

- Knowledge management

- Change evaluation

- Technology and implementation

- Request fulfilment

- Roles and responsibilities

Audience:

- The course is intended to be undertaken by those who need in-depth knowledge and understanding of ITIL® Certificate in RCV processes and how these can be made use of for improving the quality of the service support provided by IT within an organization. Additionally, those IT Professionals, working in an organization that has adopted the adapted ITIL® and thus, needs to have information about while playing a part in contributing to the continuous service improvement program.
- It can also be undertaken by those who might be part of the operational staff, responsible for service validation and testing, release and deployment, change evaluation, knowledge management, change management, request fulfillment, and service asset and configuration, , and thus, wish to upgrade their skill set. In addition, the certification can be opted for by those professional who have cleared and obtained the ITIL® Foundation Certificate in IT Service Management and want to clear the advanced level certifications. And those professionals who wish to attain the ITIL® Expert Certificate in IT Service Management and must complete this certification as a pre-requisite.

Pre-requisites

The student opting for this certification must;

- Have acquired the ITIL® Foundation Certificate in IT Service Management (or equivalent) as it needs to be submitted in document form at the time of admission.

- Attend a training course having the relevant accreditation.

- Be familiar with IT terminologies as well as service offerings and agreements relevant to their business. Additionally, they should have practical experience of working with a service provides in the capacity of a service manager, while being responsible for one of the aforementioned processes and functions.

Course Outline:

- Introduction to release, control and validation
- The purpose and objectives of the service transition phase and the role that RCV plays within that phase and within the service lifecycle
- Developing a transition strategy and planning and coordinating service transition activities, including associated roles and responsibilities
- Change management, service asset and configuration management, service validation and testing, release and deployment management, request fulfillment, change evaluation, knowledge management
- The purpose, objectives, scope and importance of each process to generate business value
- Process policies, principles, concepts, activities, methods and techniques in relation to RCV practices and efficient use of process metrics

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- Release, control and validation roles and responsibilities
- Service transition roles and responsibilities and their relationship to RCV practices
- Specific process roles and functions that are responsible for executing each step of the process
- Technology and implementation considerations
- Technology and implementation considerations for release, control and validation and the relationship to other lifecycle stages