

# Course Outline



Tel: +44 (0) 118 979 4000 Fax: +44 (0) 118 979 4000

Email: [training@ptr.co.uk](mailto:training@ptr.co.uk) Web: [www.ptr.co.uk](http://www.ptr.co.uk)

## ITIL® Release, Control & Validation

### Course Description:

This course is intended to enable delegates with a Foundation-level knowledge of IT Service Management to apply good practice across the Service Management lifecycle in processes pertaining to the capability of Release, Control and Validation Management, such as:

- Change Management;
- Service Release and Deployment Management
- Service Validation and Testing
- Service Asset and Configuration Management
- Knowledge Management
- Request Fulfilment
- Service Evaluation

The course is interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussion. On completion of the course and the required personal study, delegates will be able to sit the ITIL Intermediate examination in Release, Control and Validation worth 4 credits.

This course will enable participants to:

- Understand the importance of Service Management as a Practice;
- Recognise the importance of Release, Control and Validation while providing service;
- Appreciate how all processes in Release, Control and Validation interact with other Service Lifecycle Processes;
- Identify the processes, activities, methods and functions used in each of the Release, Control and Validation processes;
- Understand how to use the Release, Control and Validation processes, activities and functions to achieve operational excellence;
- Explain how to measure Release, Control and Validation;
- Understand the importance of IT Security and its contributions to Release, Control and Validation;
- Understand the technology and implementation considerations surrounding Release, Control and Validation and the associated Challenges and Risks.

### Pre-requisites:

21a Peach Street Wokingham Berkshire RG40 1XJ

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Registered Office: Grenville Court Britwell Road Burnham Bucks SL1 8DF Company Registered No: 2442290 – VAT registration No:532 1929 56

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This course is aimed at individuals who have attained the ITIL Foundation certificate in Service Management and who wish to advance to higher level ITIL certifications. It will greatly benefit delegates who require a deep understanding of ITIL Release, Control and Validation processes and how they may be used to enhance the quality of IT service support within an organisation.

Individuals who may find this course of interest include IT professionals that are working within an organisation that has adopted and adapted ITIL and who need to be informed about and thereafter contribute to an ongoing service improvement programme, as well as operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management, and who wish to enhance their role-based capabilities.

## Course Content:

- **Release, Control and Validation in the Context of the Service Lifecycle**
  - Service Management as a Practice
  - What is Service?
  - Service Management and Business Value
  - Processes in the Service Lifecycle
- **Change Management**
  - Purpose, Goal, Objectives and Scope
  - Key Concepts and Activities
  - Key Metrics
- **Service Asset and Configuration Management**
  - Purpose, Goal, Objectives, Scope and Interfaces
  - Key Concepts and Activities
  - CMS Data and Key Metrics
- **Release and Deployment Management**
  - Purpose, Goal, Objectives, Scope and Interfaces
  - Key Concepts and Activities
  - Key Metrics
- **Request Fulfilment**
  - Purpose, Goal, Objectives and Scope
  - Key Concepts and Activities
  - Key Metrics

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- **Service Evaluation**
  - Purpose, Goal, Objectives and Scope
  - Key Concepts and Activities
  - Key Metrics and Challenges
  
- **Knowledge Management**
  - Purpose, Goal, Objectives, Scope and Interfaces
  - Key Concepts and Activities
  - Key Metrics
  
- **Release, Control and Validation Roles and Responsibilities**
- **Technology and Implementation Considerations**
  - Technology and Tooling
  - Challenges, CSFs and Risks
- **Common Service Activities**
- **Continual Service Improvement**

**Course Duration:**

**5 Days**

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