

## ITIL 2011 Release Control & Validation (RCV) Certification Program

### Course Summary

#### Description

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under current version.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® Edition 2011 Framework.

The ITIL® Intermediate Qualification: **Release Control and Validation** Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL® publication.

#### Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program.

#### Topics

- 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

## ITIL 2011 Release Control & Validation (RCV) Certification Program

### Course Summary (cont'd)

#### Audience

The main target group for this ITIL Intermediate Qualification 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 Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organization
- IT professionals who are working within an organization, which has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement program
- Operational staff involved in event management process, incident management process, request fulfillment process, problem management process, access management process, service desk, technical management, IT operations management and application management, and who wish to enhance their role-based capabilities
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

#### Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

- At least 30 contact hours (hours of instruction, excluding breaks, and not including summary review time) with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- 2 to 4 years' professional experience working in IT service management is highly desirable
- Hold the ITIL® Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- It is also recommended that candidates should complete at a minimum of 12 hours of personal study by reviewing the syllabus and the pertinent areas within the ITIL core guidance in preparation for the examination, specifically Chapter 2: Service management as a practice.
- It is also recommended that candidates should complete at a minimum of 12 hours of personal study by reviewing the syllabus and the pertinent areas within the ITIL® core guidance in preparation for the examination, specifically Chapter 2: Service management as a practice.

Additionally it is recommended that candidates:

- Have experience of working in a service management capacity within a service provider environment, with responsibility for at least one of the following management disciplines:
- Change management
- Service asset and configuration management
- Service validation and testing
- Release and deployment management
- Request fulfillment
- Change evaluation
- Knowledge management

#### Duration

Five days

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically

## ITIL 2011 Release Control & Validation (RCV) Certification Program

### Course Outline

#### I. Introduction

- A. Purpose and objectives of service transition
- B. Scope of the service transition phase in relation to the RCV processes, its value to the business and how the RCV processes interact with processes within other lifecycle stages
- C. Various aspects to be considered for developing an effective service transition strategy
- D. The key initiatives those are important for an effective preparation for service transition
- E. The approach and best practices in planning and coordinating service transition activities
- F. How service transition provides transition process support to stakeholders

#### II. Change Management

- A. The purpose and objectives of the change management process, and describe its practical application within a business environment
- B. The scope of the change management process
- C. The business value of change management and demonstrate some practical examples in real-life situations
- D. Change management policies, and its design and planning considerations
- E. Types of change request, and describe them using examples by service lifecycle stage; distinguish changes, requests for change (RFCs) and change records
- F. The role of change models, change proposals and standard changes
- G. The options and considerations for remediation planning
- H. Typical activities involved in managing changes, and describe workflow of processing different types of change requests
- I. The methods and techniques associated with each major change management activity
- J. The change management process triggers, inputs, outputs and interfaces with other processes
- K. The role of the configuration management system (CMS) in change management
- L. How change management can be effectively measured, and examples of critical success factors and key performance indicators
- M. The challenges and risks of change management
- N. Typical change management activities that may be performed on a day-to-day basis during the service operation lifecycle stage
- O. Managing organization and stakeholder change as an essential part of continual improvement

#### III. Service Asset and Configuration Management

- A. The purpose and objectives of the SACM process
- B. The scope of SACM
- C. The business value of the SACM process, and demonstrate some practical examples in real-life situations SACM policies and basic concepts and various types of CIs
- D. The use of a configuration management system (CMS), and its major components, in supporting the effective execution of SACM process
- E. The activities of asset management, the role of software asset management and associated tools
- F. The key SACM process activities and deliverables for executing each of these activities
- G. The SACM process triggers, inputs, outputs and interfaces with other processes
- H. The information management considerations for SACM
- I. How the SACM process can be effectively measured, and examples of critical success factors and key performance indicators and their application
- J. The challenges and risks of SACM
- K. Typical SACM activities performed on a daily basis by service operation

#### IV. Service Validation and Testing

- A. The purpose and objectives of the SVT process
- B. The scope of the SVT process
- C. The business value of the SVT process, and demonstrate some practical examples in real-life situations
- D. How policies can drive and support the execution of the SVT process, and describe practical examples of such policies
- E. Various test models, their objectives and test conditions, and examples of validation conditions
- F. Various validation and testing perspectives, their purposes and the stakeholder groups' requirements to be addressed
- G. The use of test levels and test models to help with building quality service deliverables during the early stage of the service development lifecycle
- H. The key activities of the SVT process, the underlying method and techniques in performing each step
- I. The SVT process triggers, inputs, outputs and interfaces with other processes

## ITIL 2011 Release Control & Validation (RCV) Certification Program

### Course Outline (cont'd)

- J. The practices of maintaining test data and test environments in respect of changing test requirements
- K. How the SVT processes can be measured in terms of business value contribution and internal efficiency, and examples of critical success factors and key performance indicators
- L. The challenges and risks of SVT
- M. The purpose, and objectives of the RDM process
- N. The scope of the RDM process
- O. The business value of the RDM process
- P. RDM policies, the concept of a release unit, release design options and considerations, and models
- Q. The four phases of RDM

#### **V. Release and deployment planning considerations**

- A. Release and deployment plans
- B. Pass/fail criteria
- C. Build and test planning
- D. Planning release packaging and build
- E. Preparation for release build and test
- F. Deployment planning
- G. Planning of pilots
- H. Financial/commercial planning
- I. The key steps and techniques for performing the release build and test stage
- J. Release and build documentation
- K. Acquire and test input configuration items and components
- L. Release packaging
- M. Build and manage the test environments
- N. Service testing and pilots
- O. The approach for developing a detailed plan for deployment and the key steps for performing the actual transfer, deployment and retirement, verifying deployment, providing early life support
- P. Reviewing and closing the deployment
- Q. The RDM process triggers, inputs, outputs and interfaces with other processes
- R. How information pertaining to service deployment should be recorded and maintained
- S. How the RDM processes can be measured in terms of business value contribution and examples
- T. of critical success factors and key performance indicators
- U. The challenges, risks and critical success factors pertaining to RDM
- V. Typical RDM activities performed on a daily basis by service operation

#### **VI. Request Fulfillment**

- A. The purpose, objectives and scope of the request fulfillment process
- B. The business value of the request fulfillment process
- C. Request fulfillment policies, principles and basic concepts.
- D. Request fulfillment activities and demonstrate some practical examples of service requests that can be offered as standard services by category
- E. Request fulfillment process triggers, inputs, outputs and interfaces (particularly with RDM, SACM and change management)
- F. Information required by the request fulfillment process
- G. How request fulfillment can be effectively measured, and examples of critical success factors and key performance indicators
- H. Challenges and risks pertaining to request fulfillment

#### **VII. Change Evaluation**

- A. The purpose, objectives and scope of the change evaluation process
- B. The business value of the change evaluation process
- C. Change evaluation policies, principles and use of the Plan-Do-Check-Act model
- D. Change evaluation process terminology and typical change evaluation process workflow
- E. Perspectives to consider when executing an evaluation plan, the intended and unintended effect of a change, and factors for evaluating the effectiveness of a service change
- F. The evaluation of predicted service performance and actual performance and of risk management. How this can impact the course of actions for the overall service design/change evaluation.
- G. Evaluation report contents
- H. Change evaluation process triggers, inputs, outputs and interfaces
- I. The role of the SKMS and CMS relative to the change evaluation process
- J. How change evaluation can be effectively measured, and examples of critical success factors and key performance indicators
- K. Challenges and risks pertaining to change evaluation

## ITIL 2011 Release Control & Validation (RCV) Certification Program

### Course Outline (cont'd)

#### **VIII. Knowledge Management**

- A. The purpose, objectives and scope of the KM process
- B. The business value of the KM process, especially in the context of service transition
- C. KM policies and use of DIKW structure. The SKMS and its relationship with the CMDB and CMS, using examples
- D. KM activities and practical techniques for enabling a KM strategy, knowledge transfer and the effective management of data, information and knowledge.
- E. Demonstrate the benefits of using an SKMS through examples
- F. KM process triggers, inputs, outputs and interfaces. The stakeholder groups within the IT service management organization whose support is needed for effective knowledge management.
- G. Information management aspects to consider when creating an SKMS
- H. How KM can be effectively measured, and examples of critical success factors and key performance indicators
- I. Challenges and risks pertaining to KM
- J. The relationship between continual service improvement and knowledge management

#### **IX. RCV Roles and Responsibilities**

- A. Generic roles involved in service transition
- B. The key roles/functions responsible for executing each process step as related to:
- C. Transition planning and support
- D. Change management
- E. Service asset and configuration management
- F. Release and deployment management

- G. Service validation and testing
- H. Request fulfillment
- I. Change evaluation
- J. Knowledge management

#### **X. Technology and Implementation Considerations**

- A. The list of generic requirements for integrated ITSM technology
- B. The evaluation criteria for service management tools for process implementation
- C. The RCV practices for process implementation which include:
- D. Managing change in operations
- E. Service operation and project management
- F. Assessing and managing risk in service operation
- G. Operational staff in service design and transition
- H. The challenges, critical success factors and risks relating to implementing service transition practices and processes
- I. How to plan and implement service management technologies
- J. The technology considerations for implementing the following processes and activities:
- K. Knowledge management tools
- L. Collaboration
- M. Configuration management system

#### **XI. Summary, Exam Preparation and Directed Studies**

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

\* ITIL® is a registered trade mark of AXELOS Limited. The Swirl logo™ is a trademark of AXELOS Limited.