

# ITIL® 2011 Edition Courses

## ITIL® 2011 Edition Release Control & Validation (RCV)

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#### What You'll Learn

- Aligning ITSM with business needs
- Key concepts of the processes involved
- RCV context within the Lifecycle
- How RCV is supported by:
  - Change Management
  - SACM
  - Release & Deployment
  - Request Fulfillment
  - Change Evaluation
  - Knowledge Management

#### Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Release, Control & Validation (RCV) Intermediate exam.

#### *Audience*

Those individuals or groups who are involved or require a deeper understanding of: RCV; supplying quality IT services; the processes involved, and their improvements

#### *Prerequisite*

ITIL® 2011 Edition (V3) Foundation Certification; Basic IT competence with up to 2 years of experience; 21 self-study hours of the Release, Control & Validation (RCV) Syllabus and its Core Book references



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# ITIL® 2011 Edition Courses

## ITIL® 2011 Edition Release, Control & Validation (RCV)

*The Release, Control & Validation (RCV) course provides the intermediate concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition Framework.*

### ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

#### Introduction to Release, Control & Validation (RCV)

- Refresh of ITIL® 2011 Edition
- Review of Service Improvement
- Purpose/Objectives of RCV
- Service Transition Strategy & Stages
- Key Initiatives
- Planning & Coordinating Service Transition Activities
- Supporting Stakeholders

#### Service Asset & Configuration Management

- Release & Deployment Management
- Request Fulfillment
- Change Evaluation
- Knowledge Management

#### Each Process will discuss the following:

- Purpose/Objectives
- Scope
- Value to Business
- Policies/Principles & Basic Concepts
- Process Activities
- Methods & Techniques
- Information Management
- CSFs/KPIs
- Challenges & Risks
- Inputs/Outputs

#### Additionally:

- Change Types & Models
- Remediation Planning
- SACM Daily Activities

#### Additionally:

- Test Models & Perspectives
- Maintaining SVT environments
- 4 Phases of RDM
- RDM Documents
- PDCA Model
- Evaluation Reports

#### RCV Roles & Responsibilities

- Generic Roles
- Transition Planning & Support
- Change Management
- Service Asset & Configuration Mgmt
- Release & Deployment Mgmt
- Request Fulfillment
- Service Validation & Testing
- Change Evaluation
- Knowledge Mgmt

#### Technology & Implementation Considerations

- Technology for Service Transition
- Evaluation Criteria
- RCV Practices
- CSFs/KPIs
- Plan & Implement Technologies

#### Challenges, CSFs & Risks

- Challenges
- CSFs/KPIs
- Risks

#### Summation & Review

\*Mgmt = Management