ITIL® SERVICE CAPABILITY: RELEASE, CONTROL AND VALIDATION

Course Code: 2726

Learn how to use the ITIL® release, control, and validation processes, activities, and functions to achieve operational excellence.

AXELOS has confirmed Global Knowledge was the leading provider of certified ITIL training and exams in 2017 across their 1,500 global partners

In this course, you will be immersed in the practical aspects of the ITIL service lifecycle and processes associated with the release, control, and validation (RCV) of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This course positions you to successfully complete the associated exam, which is offered on the last day of class at 3:00 pm for classroom students. Virtual students will receive a voucher for a webcam proctored exam which they can schedule at their convenience. Beginning on March 5th, 2018, students will receive their course materials through a link in their MyGK account. This is a BYOD course. Students can download their course materials and view them on a tablet/iPad or a PC/Mac.

The main process focus areas of this course include:

- Service asset and configuration management (SACM)
- Change management
- Change evaluation
- Release and deployment management
- Service validation and testing
- Request fulfillment
- Knowledge management

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.
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Certification:
• ITIL Intermediate Qualification: Release, Control, and Validation

What You’ll Learn
• Importance of Service Management as a practice concept and Service Transition principals, purpose, and objective
• 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
• 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
• Measure ITIL Release, Control, and Validation
• Importance of IT Security and its contributions to ITIL Release, Control, and Validation
• Technology and implementation considerations surrounding ITIL Release, Control, and Validation
• Challenges, critical success factors, and risks associated with ITIL Release, Control and Validation

Who Needs to Attend
• IT operations, technical, or IT management personnel requiring more information about ITIL best practices
• Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Prerequisites
• ITIL Foundation Certification (v3 or newer) required
• Two to four years of relevant work experience
• To prepare for the end-of-class exam, it is recommended that you review the 2011 editions of the ITIL publications Service Operation (ISBN 9780113313075) and Service Transition (ISBN 9780113313068) and complete at least 12 hours of personal study
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CLASSROOM LIVE $3,295 USD 5 days

Classroom Live Outline

1. Release, Control, and Validation
   - Processes
   - Purpose and Objectives
   - Scope of Service Transition in Relation to the RCV Processes
   - Service Transition Value to the Business
   - RCV Processes Interaction with Other Lifecycle Stages
   - Developing an Effective Service Transition Strategy
   - Key Initiatives for Preparing for Effective Service Transition
   - Planning and Coordinating Service Transition Activities
   - Service Transition Process Support

2. Service Asset and Configuration Management
   - Purpose and Objectives of SACM
   - Scope of SACM
   - Business Value
   - Policies, Principles, and Basic Concepts
   - Activities, Methods, and Techniques
   - Triggers, Inputs, and Outputs
   - Interfaces with Other Processes
   - Information Management in SACM
   - CSFs and KPIs
   - Challenges and Risks
   - SACM Activities Performed by Service Operation
   - Roles and Responsibilities

3. Change Management
   - Purpose and Objectives
   - Scope of the Change Management Process
- Business Value
- Policies, Principles, and Basic Concepts
- Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Process Interfaces
- Role of the Configuration Management System in the Change Management Process
- CSFs and KPIs
- Daily Operational Activities
- Managing Organizational and Stakeholder Change as Part of Continual Service Improvement (CSI)
- Challenges and Risks
- Roles and Responsibilities

4. Change Evaluation
   - Purpose and Objectives
   - Scope of Change Evaluation
   - Business Value
   - Policies and Principles
   - Key Terminology
   - Activities, Methods, and Techniques
   - Evaluation Report Contents
   - Trigger, Inputs, and Outputs
   - Interfaces with Other Processes
   - Information Management in Change Evaluation
   - CSFs and KPIs
   - Challenges and Risks
   - Roles and Responsibilities

5. Release and Deployment Management
   - Purpose and Objectives
   - Scope of the Release and Deployment Management Process
   - Business Value
   - Policies
   - Activities, Methods, and Techniques
   - Triggers, Inputs, and Outputs
   - Interfaces with Other Processes
   - Information Management in the Release and Deployment Management Process
   - CSFs and KPIs
   - Challenges and Risks
   - Release and Deployment Management Activities Performed by Service Operations
   - Roles and Responsibilities

6. Service Validation and Testing
   - Purpose and Objectives
   - Scope of the Service Validation and Testing Process
• Business value
• Policies, Principles, and Basic Concepts
• Activities, Methods, and Techniques
• Trigger, Inputs, and Outputs
• Interfaces with Other Processes
• Information Management in Service Validation and Testing
• CSFs and KPIs
• Challenges and Risks
• Roles and Responsibilities

7. Request Fulfillment
• Purpose and Objectives
• Scope of Request Fulfillment
• Business Value
• Policies, Principles, and Basic Concepts
• Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• Process interfaces
• Information Management in Request Fulfillment
• CSFs and KPIs
• Challenges and Risks
• Roles and Responsibilities

8. Knowledge Management
• Purpose, Objectives, and Scope
• Business Value
• Policies, Principles, and Basic Concepts
• Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• Interfaces with Other Processes
• Information Management in the Knowledge Management Process
• CSFs and KPIs
• Challenges and Risks
• Relationship Between CSI and the Knowledge Management Process
• Roles and Responsibilities

9. Technology and Implementation Considerations
• Generic Technology Requirements to Support Process Capabilities
• Managing a Change in Operations
• Service Operation Use of Project Management Approaches
• Assessing and Managing Risk in Service Operation
• Operational Staff in Service Design and Transition
• Knowledge Management Tools
• Collaboration
• Configuration Management System
• Planning the Implementation of Service Management Tools
• Implementation Considerations
10. Exam Preparation/Mock Exam
Virtual Classroom Live Outline

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5. Release and Deployment Management
• Purpose and Objectives
• Scope of the Release and Deployment Management Process
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• Policies
• Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• Interfaces with Other Processes
• Information Management in the Release and Deployment Management Process
• CSFs and KPIs
• Challenges and Risks
• Release and Deployment Management Activities Performed by Service Operations
• Roles and Responsibilities

6. Service Validation and Testing
• Purpose and Objectives
• Scope of the Service Validation and Testing Process
• Business value
• Policies, Principles, and Basic Concepts
• Activities, Methods, and Techniques
• Trigger, Inputs, and Outputs
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8. Knowledge Management
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PRIVATE GROUP TRAINING
5 days

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