

ITIL® Release, Control, and Validation

The Office of the Government Commerce, UK (OGC - the official owner of ITIL®) commissioned a program to review the best practice framework (referred to as ITIL® V2) for managing information technology and systems activities. The result was the launch of five core books in May 2007, referred to as ITIL® V3, for the practice of Service Management in Information Technology.

The 4-day ITIL® V3 Release, Control and Validation Capability course is an independent certification and also prepares the candidate for the “Managing through the Lifecycle” and ITIL® Expert certifications. All Procept ITSM instructors and courses are certified through the Information Systems Examination Board which provides examinations on the last day of the course

You will gain detailed knowledge of ITIL® V3 Release, Control and Validation processes, roles, techniques, triggers and interfaces - how those practices relate to the full ITIL® Service Management Lifecycle. The lectures and exercises in this class will provide you with the information that you need to increase quality and reliability in your IT Service environment, participate in Continual Service Improvement, and use Knowledge Management to provide on-going decision support.

During this class, we will explore the details of managing transitions in an Information Technology organization. We'll discuss and practice Best Practice methodologies for ensuring that all of transition activities contribute to meeting committed Service Levels.

This Lifecycle course, Service Transition, provides information the day to day management of Service Transition activities.

LEARNING OBJECTIVES

Participants will gain practical skills in the following areas:

- Understanding of Service Transition Principles and how to apply them to enhance IT Service quality.
- Understanding of the Service Transition Processes and Activities.
- Roles and Responsibilities in Service Transition
- Common Service activities as they relate to Service Transition.
- Application of Continual Service Improvement
- Understanding and analyzing Challenges, Critical Success Factors and Risks
- Organizational structures, application of ITIL® principles, identifying required documentation and measuring effectiveness.
- Service Operation technology related activities
- Implementing Service Operations

WHO SHOULD ATTEND

The ITIL® V3 Release, Control and Validation capability course is appropriate for individuals who:

- Require a deep understanding of Transition Processes.
- Need to understand how ITIL® Release, Control and Validation processes can enhance the quality of Service Support within their organization.
- Are working in, or about to enter, an IT Service organization which has, is planning to adopt ITIL® best practices.
- Will be contributing to Continual Service Improvement in an IT Service provision environment.
- Are IT Operations staff, engaged in Release, Control and Validation processes.
- Are seeking an ITIL® Expert certification in order to gain the benefits of ITIL® principles throughout their organization.
- Are seeking an ITIL® Advanced Expert certification.

PREREQUISITE

- This qualification is only available to candidates who hold the V3 Foundation or Foundation Bridge Certificate in IT Service Management.
- Demonstrate familiarity with IT terminology and Release, Control and Validations management in their own business environment is required
- Exposure to the Service Transition processes is recommended in a Service Provider environment is recommended.

MATERIALS

You will receive a course binder containing course notes, exercises, and suggested solutions.

WHAT YOU WILL LEARN

Key Principles in Service Transition

- Communications
- Technology
- Organization and Managing Organizational Change
- Implementation

Key Processes in Service Transition

- Change management
- Service Release and Deployment Management
- Service Validation and Testing
- Service asset and Configuration Management
- Knowledge Management
- Request Fulfilment (From Service Operation
- Service Evaluation