

ITIL® Practitioner: Release & Control

This 5-day practitioner level course consists of dynamic, intensive, and interactive workshops to enable participants to plan and implement configuration, change and release management processes.

The course will enable you to plan for the identification and labeling of configuration items, design a configuration management database, design and implement an effective change control and release process.

PARTICIPANT EVALUATIONS

“Provided a level of knowledge that I can take and apply in my job and support other IT services with.” Participant

LEARNING OBJECTIVES

Participants will gain practical skills to:

- Develop a Configuration Management Plan.
- Determine the most optimal way of identifying and labeling configuration items.
- Develop configuration baselines based on a combination of service requirements.
- Design an effective CMDB.
- Develop procedures to support key activities.
- Design a Change Management Process.
- Develop various supporting procedures for the change control process – appeal, categorization, assessment and approval, build and test.
- Develop a Forward Schedule of Change and Projected Service Availability documents.
- Build a change and develop test plans and scripts.
- Develop a Release Management Plan.
- Develop a Request for Proposal and solution selection criteria.
- Apply various test scenarios to release units.
- Prepare a Communication and Training Plan.
- Identify various methods for distributing releases to live locations.
- Determine Key Performance Indicators that will confirm the effectiveness of the configuration, change and release management processes.
- Prepare for the ITIL® Practitioner certificate exams.

WHO SHOULD ATTEND

The ITIL® Practitioner: Release & Control course is suitable for individuals who are:

- IT managers and staff involved in Configuration, Change and Release Management processes.
- Consultants/IT process managers.
- IT customers interested in IT performance.

PREREQUISITE

- ITIL® Foundation Certificate (if you do not hold this certificate, it is attainable through our IT Service Management Foundation course).
- At least six months of IT experience in operation, planning, performance and management.

MATERIALS

You will receive a course binder containing copies of presentation slides, case studies, exercises, and suggested solutions.

WHAT YOU WILL LEARN

- Introduction to IT Service Management and ITIL®
- Define Process Business Drivers and Key Elements
- Configuration Management Overview
- Understanding and Planning For Configuration Management – Key Activities and Organization
- Develop a Configuration Management Plan
- Developing Procedures, Coding and Maintaining the Configuration
- Management Database (CMDB)
- Change Management Overview
- Change Management Activities, Impact Analysis
- Change Management Organization – CAB, etc.
- Create Work Instructions For Key Activities and Design Reports – Change Build and Test Plan
- Release Management Overview
- Release Management Activities
- Requirements and Considerations
- Develop a Release Management Plan Including Roles and Responsibilities
- Relationships/Links Between Operational Processes
- Establishing Quality Management of IT Services
- Perform Gap Analysis - Current and Desired State
- Exam Preparation
- Certification Exams

RELATED COURSES OF INTEREST

- ITIL® Practitioner: Problem Management
- ITIL® Practitioner: Service Desk & Incident Management
- ITIL® Practitioner: Service Level Management