

ITIL: Release, Control & Validation (RCV) – (Revision 1.6)

Course Overview

This program leads to a Certificate in ITIL Service Capability Management - Release, Control & Validation. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Release, Control and Validation subject areas are Change Management, Service Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Knowledge Management, Request Fulfillment and Service Evaluation.

Course Outline

<u>Course Introduction</u>	3m
Course Introduction	
<u>Chapter 01 - Course Introduction</u>	13m
Lesson: Course Organization	
Welcome to the Course!	
Mentoring Community Introductions	
Why Are You Here?	
Using Bloom's Taxonomy	
What do you Expect?	
Housekeeping Online	
Lesson: Course Conventions & Agenda	
Conventions Used	
Quizzes & Exercises	
ITIL Qualification Scheme	
ITIL Intermediate Exams	
Getting Started with an Online Class	
Chapter 01 Review	
<u>Chapter 02 - Release, Control & Validation</u>	38m
Lesson: Introduction to Release, Control & Validation	
The Service Lifecycle & RCV	
Managing Across the Lifecycle	
Service Assets & Capability	
RCV & Service Transition	
RCV & Service Operation	
RCV & The ST Model	
Purpose, Goals & Objectives	
Scope	
Value to the Business	
Lesson: Release, Control & Validation Principles	
Setting the Stage	

Principles
Governance
Management
Quality
Service Transition Interface
Challenges
Critical Success Factors
Risks
RCV Processes
Lesson: Release, Control & Validation Summary
Release, Control & Validation Summary
Checkpoint
Chapter 02 Review

Chapter 03 - RCV Processes

4hr 17m

Lesson: Change Management
Introduction to Change Management
Purpose, Goals & Objectives of Change Management
Scope of Change Management
Value of Change Management
Concepts of Change Management
Activities of Change Management
The Change Advisory Board (CAB)
Change Types
Change Model
Change Proposal
Change Flow
Create & Review Request for Change
Assess & Evaluate Request for Change
Authorize Change
Change Authorization Model
Coordinate Change
Review & Close Change
Standard Change
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Change Management Summary
Lesson: Service Asset & Configuration Management
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
SACM Management Policies
Configuration Management System
Definitive Media Library
Activities

Configuration Activity Model
Management & Planning
Logical Configuration Model
Configuration Identification
Configuration Control
Status Accounting & Reporting
Verification & Audit
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary

Lesson: Release & Deployment Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Release Package
Activities
Planning
Prepare Build, Test & Deployment
Build & Test
Test & Pilot Service
Service Testing
Deployment Activities
Plan & Prepare for Deployment
Transfer, Deploy & Retire
Verify Deployment
Early Life Support
Review & Close Deployment
Review & Close Service Transition
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary

Lesson: Service Validation & Testing

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Service Validation & Testing Policies
Service Quality Policy
Risk Policy
Service Transition Policy
Release Policy

Change Management Policy
Validation & Testing Process
Test Perspectives
Activities
Validation & Test Management
Test Levels & Test Models
Service Test Models
Plan & Design Test
Verify Test Plan & Acceptance
Prepare Test Environment
Perform Test
Evaluate Exit Criteria & Report
Clean Up & Close
Triggers, Input & Output
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary

Lesson: Request Fulfillment

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities of Request Fulfillment
Menu Selection
Financial Approval
Other Approval
Fulfillment
Closure
Triggers, Inputs & Outputs
Process Relationships
Information
Critical Success Factors
Challenges & Risks
Summary

Lesson: Change Evaluation

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Evaluation Point Scope
Activities
Service Evaluation Terms
Change Evaluation Process
Evaluation Plan
Understand Intended Effects of Change
Understand Unintended Effects of Change

Critical Success Factors
Evaluate Predicted Performance
Evaluate Actual Performance
Manage Risk
Evaluation Report
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors 2
Challenges & Risks
Summary
Lesson: Knowledge Management
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
DIKW Structure
SKMS Relationships
Activities
Knowledge Management Strategy
Knowledge Transfer
Data & Information Transfer
Service Knowledge Management System (SKMS)
Utilization of SKMS
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary
Lesson: RCV Processes Summary
RCV Process Summary
Checkpoint
Chapter 03 Review

Chapter 04 - Organizing & Technology

1hr 12m

Lesson: Organizing RCV

Introduction
Organizational Context
Service Transition Roles
Service Owner
Process Owner
Process Manager
Process Practitioner
Service Transition Manager
Planning & Support
Change Management Roles
Change Authority & CAB Roles
SACM Roles

Release & Deployment Roles
Release Packaging & Build
Deployment
Early Life Support
Build & Test Environment Management
Service Validation & Testing Roles
Change Evaluation Roles
Knowledge Management Roles
Relationships
Lesson: Release Control & Validation Technology
Technology Considerations
Service Management Tools
Tools
Knowledge Management Tools
Collaboration
Communities
Workflow Management
Configuration Management System
Improving Services & Processes
Lesson: Implementing RCV
Implementation Considerations
Implementation Steps
Establish High-Level Objectives
Assess Current Capabilities
Determine Measureable Targets
Implement Process Improvement
Implement Measurement Framework
Review & Improve
Key Implementation Activities
Process Integration
Cloud Environment & RCV
Managing Change
Project Management
Assessing & Managing Risk
Involvement in Design & Transition
Planning & Implementing Technology
Challenges, Risks & CSFs
Challenges
Risks
CSFs
Lesson: Organization & Technology Summary
Organization & Technology Summary
Checkpoint
Chapter 04 Review
Course Closure

Total Duration: 6hrs 23m