CTES TRAINING FORMATION SETC
Knowledge that Works Les connaissances au travail

# ITIL Training

## 1. Title

- Release, Control and Validation: ITIL® Intermediate Qualification (ITILRCV, 5 days) - View PDF

## 2. Course Description

- This CTES Certified course provides the service management professional with a comprehensive exploration of the key release and deployment processes of the ITIL® library. This course provides participants with a thorough and practical discussion of change management, release and deployment management and service asset and configuration management, This exciting and hands-on course provides participants with several opportunities to see ITIL® in action. This course prepares the student for the ITIL® Intermediate Qualification: Release, Control and Validation Certificate and will provide the student with 32 contact hours of professional training. All participants will be provided with sample exams and the official RCV exam syllabi. The RCV certified course requires 12 hours of personal study time. All the information presented in this course is in line with the 5 core ITIL® publications as published by the TSO. All CTES Training intermediate qualification ITIL® courses have a maximum class size of 12. ITIL® is a Registered Trade Mark of the Cabinet Office in the United Kingdom and other countries

## 3. Course Pre-requisites

- ITIL Foundation certification and previous service management experience

## 4. Target Audience

- Service management professionals who want to master release and deployment and change management

## 5. Outline

### Module 1: Introduction

Topic 1: Module Objectives

Topic 2: Service Management as a Practice

Topic 3: Service - a Value Proposition and Composition

Topic 4: Functions, Processes and the Lifecycle

Topic 5: Specialization and Coordination across the Lifecycle

Topic 6: Service Management as Business Value

Topic 7: Scope of the Service Transition Lifecycle

### Module 2: Change Management

Topic 1: Module Objectives

Topic 2: Purpose, Goal and Objectives

Topic 3: Scope

Topic 4: Business Value of Change Management

Topic 5: Policies and Design and Planning Considerations

Topic 6: Change Request Types

Topic 7: Methods, Techniques and Change Management

Topic 8: Triggers, Inputs, Outputs and Interfaces

Topic 9: Using Metrics to Effectively and Efficiently Measure Change

Topic 10: Activities that may be Performed Day-to-Day

Topic 11: CSI and Organizational Change

## Module 3: Service Asset and Configuration Management

Topic 1: Module Objectives

Topic 2: Purpose of the SACM Process and Goal of CM

Topic 3: Scope and Configuration of Asset Management

Topic 4: Business Value of SACM

Topic 5: Triggers, Input, Output and Interfaces

Topic 6: Policies, Types and Basic Concepts

Topic 7: Use and Components of CMS

Topic 8: Key SACM Activities and Tools

Topic 9: Using Metrics as an Effective and Efficient Measure

Topic 10: Configuration Management Activities

## Module 4: Service Validation and Testing

Topic 1: Module Objectives

Topic 2: Purpose, Goal and Objectives

Topic 3: Scope

Topic 4: Policies

Topic 5: Test Models, their Objectives and Test Conditions

Topic 6: Validation and Testing Perspectives

Topic 7: Test Levels and Test Models

Topic 8: Key Activities

Topic 9: Triggers, Inputs, Outputs and Interfaces

Topic 10: Practices of Maintaining Test Data and Test Environments

Topic 11: SVT and Business Value

## Module 5: Release and Deployment Management

Topic 1: Module Objectives

Topic 2: Purpose, Goal, Objectives

Topic 3: Scope

Topic 4: RDM Business Value

Topic 5: Release Unit and Release Design

Topic 6: Release and Deployment Planning

Topic 7: Developing Detailed Release Implementation Plan

Topic 8: Triggers, Inputs, Outputs and Interfaces

Topic 9: Service Deployment Records

Topic 10: Challenges, Risks and Critical Success Factors

## Module 6: Request Fulfillment

Topic 1: Objectives

Topic 2: Purpose, Goal and Objective

Topic 3: Scope

Topic 4: Request Fulfillment Added Value

Topic 5: Policies, Principles and the Request Model Concept

Topic 6: Process Activities, Methods and Techniques

Topic 7: Triggers, Inputs and Outputs and Interfaces

Topic 8: Request Fulfillment and Information Management

Topic 9: Using Metrics for Effectiveness and Efficiency Checks

Topic 10: Challenges, Critical Success Factors and Risks

## Module 7: Service Evaluation

Topic 1: Module Objectives

Topic 2: Purpose, Goal, Objective

Topic 3: Scope

Topic 4: Terminology and Evaluation Process

Topic 5: Intended and Unintended Effect of a Change

Topic 6: Predicted and Actual Service Performance

Topic 7: Predicted and Actual Performance and Risk Management

Topic 8: Triggers, Inputs, Outputs

Topic 9: Key Performance Indicators and Challenges

## Module 8: Knowledge Management

Topic 1: Module Objectives

Topic 2: Purpose, Goal, Objectives

Topic 3: Scope

Topic 4: Knowledge Management Business Value

Topic 5: Knowledge Management Policies, Principles and Basic Concepts

Topic 6: Knowledge Management Strategy and Knowledge Transfer Techniques

Topic 7: Data and Information Management

Topic 8: Triggers, Inputs, Outputs and Interfaces

Topic 9: Using Metrics to Measure KM Performance

Topic 10: Continual Service Improvement and Knowledge Management

## Module 9: Service Release, Control and Validation Roles and Responsibilities

Topic 1: Module Objectives

Topic 2: SACM and Change Management

Topic 3: Service Validation and Testing

Topic 4: Release and Deployment

Topic 5: Request Fulfillment and Problem Management Roles

Topic 6: Service Performance and Risk Evaluation Roles

Topic 7: Service Knowledge Management Owner Role

## Module 10: Technology and implementation Considerations

Topic 1: Module Objectives

Topic 2: Generic Requirements for Process Capability Support

Topic 3: Evaluation Criteria for Technology and Tools

Topic 4: The Project, Risk and Staffing Practices

Topic 5: Challenges, Critical Success Factors and Risks Related to Implementing Processes

Topic 6: Planning and Implementing Service Management Technologies

Topic 7: Considerations for Implementing Configuration Management and Knowledge Collaboration

Topic 8: The Deming Cycle