



CAPABILITIES

CREDITS: 4

DAYS: 5



Release, Control & Validation (RC&V)

- How can change management can be used to realise successful service transition?
- How does service asset and configuration management monitor the state of service transition?
- How does service request fulfilment & evaluation ensure we can meet our committed service level targets?
- What are the common Service Operation activities that support the service management lifecycle?
- What are the roles and responsibilities of Release, Control and Validation processes?

ProActive's 5-day Release, Control and Validation (RC&V) Capabilities training course builds on the Foundation Certificate training to turn theory into capability. On completion, students will have the answers to all the above questions - and more!

The training will arm students with the knowledge and capability to achieve results back in the workplace!

RESULTS-DRIVEN TRAINING

The Release, Control and Validation Course has been designed to help students achieve real results back in the workplace. They include:

1. An improved ability to absorb higher rates of change
2. The ability to deliver new or changed services with the appropriate balance of speed, cost and safety while ensuring minimum disruption to operations.
3. A higher success rate in changes and releases
4. Better predictions of quality cost and time estimates
5. A complete understanding of levels of risk during and after change
6. Better able to deliver services that meet customer requirements
7. A clear and detailed understanding of the challenges, problems and benefits in adopting Releases Control & Validation best practices
8. Understand how Service Transition approaches and practices relate to the overall service life cycle.

TRAINING BY THE EXPERTS

Take advantage of ProActive's long-standing history of providing quality ITIL training and consulting services! ProActive introduced ITIL into Australia and as such, is Australasia's longest serving ITIL training provider.

We're also the largest ITIL training provider outside the UK accredited by the British Computer Society's Information Systems Examination Board (ISEB).

All our trainers hold the ITIL Expert Certificate in Version 3 and have vast practical experience on top of their ITIL and other related qualifications. ProActive training also allows students time to network with other practitioners to gain real life experiences.

ProActive has been ISO9001 certified since 1996, and we have worked hard to embed quality into all aspects of the company's operation. Attending a ProActive training course means that not only do students get the best quality training experience, but they will obtain an internationally recognised qualification - the ITIL V3 Intermediate Certificate in Release, Control and Validation.

- Change Management
- Release and Deployment Management
- Service Validation and Testing
- Service Asset and Configuration Management
- Request Fulfillment
- Service Evaluation
- Knowledge Management

* No Pass, No Pay Guarantee: Public Schedule, ITIL V3 Capabilities courses only. ProActive will pay for the first exam resit, the student must pay for the second resit - and in the event of a fail result, ProActive will refund the course fee component.

"I did enjoy the ITIL V3 Release Control and Validation course.

"The course emphasis is on end to end release management which a lot of organisations don't do very well.

"This course is very valuable and helped me a lot implementing release management on enterprise level."

Malik Khan, Inland Revenue Department

ProActive also offer post-course services - designed to turn student knowledge into results!
(see next page)

For the full listing of dates, locations, and prices, call (AUS)1300 880 855 (NZ) 0800 11 56 56 or register online.

www.proactiveservices.com.au www.proactiveservices.co.nz

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Price includes the student folder, handouts and a copy of the Service Transition book, published by the OGC. ProActive also offer a No Pass, No Pay Guarantee!*

Release, Control & Validation (RC&V)

WHO SHOULD ATTEND?

This course will be of benefit to students requiring a deeper understanding of the RC&V processes, and how they may be used to enhance the quality of IT Service support in their organisation. It is also suitable for operational staff involved in the 7 main processes of RC&V who wish to enhance their role-based capabilities.

PREREQUISITES / PRE-READING

Students must have obtained the V3 Foundation Certificate or the V2 Foundation Certificate plus the V3 Foundation Bridge.

It is strongly recommended that candidates demonstrate familiarity with IT terminology and understand the context of RC&V management within their own organisation.

As such, it is recommended that candidates read the ITIL Service Lifecycle core publications in advance - in particular, the Service Transition and Service Operation books.

CERTIFICATION/ASSESSMENT

A 90 minute examination takes place on Day 5, consisting of 8 multiple choice, scenario based, gradient scored questions.

Students need a score of 28/40 or 70%. It leads to international V3 'Intermediate' level Certification from the UK-based Information Systems Examination Board (ISEB).

COURSE FEE

Course Price: \$3800.00 (AUS) \$4060.00 (NZ)

Optional Exam: \$275.00 (AUS) \$324.00 (NZ)

Prices include GST.

Price includes student folder, handouts and a copy of the Service Transition book published by the OGC valued at \$180 (AUS).

Terms: Full payment with booking is required, and subject to standard terms and conditions, available on ProActive's web site.

COURSE SYLLABUS

INTRODUCTION

CHANGE MANAGEMENT:

- Types of change request
- Typical activities of managing changes
- Workflows
- Major change management methods & techniques
- Typical change management activities performed day-to-day by Service Operation
- Relationship between CSI and organisational change.

SERVICE ASSET & CONFIGURATION MANAGEMENT:

- Types of CIs
- Use of a Configuration Management System
- The key SACM process activities, tools, activity model and deliverables for their execution
- Considerations: retaining CMS back-up/historical data
- Typical activities performed daily by Service Operation.

SERVICE VALIDATION & TESTING:

- Test Models, objectives and test conditions
- Examples of Validation condition
- Validation and testing perspectives
- Use of test levels and test models
- Maintaining test data and test environments in respect of changing test requirements.

RELEASE & DEPLOYMENT MANAGEMENT:

- Release Unit
- Approach for release and deployment planning
- Approach for developing an implementation plan
- Key steps after deployment
- Recording and maintaining information

REQUEST FULFILMENT:

- Establishing a self-help service practice
- Request Fulfilment, or Incident Management?

POST-COURSE SERVICES:

To assist course attendees to get the return on their newly acquired knowledge sooner rather than later, ProActive is offering a post course service for all Capabilities courses at no extra cost. As part of this service, ProActive will conduct three one hour post course review sessions to discuss student challenges and, where possible, one student project will be discussed.

As a chargeable option, ProActive also offer students a Coaching and Mentoring service after they complete the Capabilities training. This service is designed to help students to deliver measurable outcomes as per project plans or in BAU roles. It is not the intent that ProActive does the job, but help the student execute their task. This service helps the student to turn the knowledge from the course into results.

SERVICE EVALUATION:

- Terminologies used for the service evaluation process
- Intended and unintended effects of a change
- The evaluation of predicted service performance and action performance to risk management
- Challenges pertaining to Service Evaluation

KNOWLEDGE MANAGEMENT:

- Basic layers of the KM concept
- An effective KM strategy; applying practical techniques for enabling knowledge transfer
- Effective data and information management for successful knowledge management.
- Stakeholder groups; commitment and support

COMMON TOPICS WITHIN MOST PROCESSES:

- Roles and Responsibilities for each process
- Measurement & Metrics
- Policies & Business Value
- Relationships between RC&V and other ITSM processes
- Triggers, inputs, outputs and interfaces
- Challenges, risks, and critical success factors

TECHNOLOGY & IMPLEMENTATION CONSIDERATIONS:

- Evaluation criteria for technology and tooling for process implementation
- Practices for Process Implementation
- Challenges, critical success factors and risks
- How to plan & implement service mgt technologies
- The Deming Cycle: how it can be applied to perform self-monitoring and self-improving for all processes on a continual basis

REVISION & EXAMINATION.