

ProActive

BUSINESS DRIVEN SERVICE MANAGEMENT



"I did enjoy 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

Release, Control & Validation (RC&V)

One of the first V3 Intermediate Certificates to be released, RC&V is also one of the modules in the Capabilities stream leading to the ITIL Expert Certificate in IT Service Management.

On completion, students will be able to demonstrate their knowledge of the RC&V processes, roles, activities and functions, as outlined in ITIL Version 3.

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

COURSE FORMAT

ProActive's course format ensures that students get maximum benefit from the training over a five day period.

- Practical assignments and activities based around a Case Study are used to consolidate course material and provide a practical feel for ITIL in the workplace.
- Students benefit from peer group discussion.
- Course size is limited to 12 to ensure adequate time is allocated to team work and group discussion.

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.

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.

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.





Release, Control & Validation (RC&V)

WHAT YOU WILL LEARN

Understand Service Management as a practice

Be competent in, and understand the 7 processes pertaining to the capability of Release, Control & Validation management

Understand:

- How change management can be used to realise successful service transition
- How service asset and configuration management can monitor the state of service transition
- How knowledge management is part of enhancing the on-going management decision support and service delivery capability
- How service request fulfilment and evaluation will assure meeting committed service level performance
- The common Service Operation activities that support the service management lifecycle
- Roles and responsibilities of Release, Control and Validation processes
- Challenges, critical success factors and risks as they pertain to the Release, Control and Validation processes.

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?

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.

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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.

Plus, ProActive has been ISO9001 certified since 1996, and we have worked hard to embed quality into all aspects of the company's operation. Talk to us about our approach to quality, from training materials right through to pass marks and customer feedback!

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

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