



## Course 4272: ITIL® Release, Control, and Validation (RCV)

### About this course

This 5-day (30 contact hour) course provides learners with the knowledge of management level concepts and core information of the activities and techniques within Release, Control, and Validation. To achieve the ITIL® Release, Control, and Validation certificate in IT service management you must complete all units and successfully pass the corresponding examination.

### Certification Examination Type and Duration

The ITIL Intermediate Qualification: Release, Control, and Validation Certificate is a free-standing qualification but is also part of the ITIL intermediate lifecycle stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and Operation as documented in the ITIL Release, Control, and Validation publication. Upon completion of the course, candidates may sit the optional ITIL® Release, Control, and Validation examination leading to the ITIL® Release, Control, and Validation Certificate in IT Service Management. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a multiple choice format that consists of eight (8) questions.

### Audience

This course is intended for individuals who require a detailed understanding of the ITIL® Release, Control, and Validation aspects of the ITIL® Core Lifecycle and how it may be implemented to enhance the quality of IT service provisioning within their organization, as well as IT professionals working within or about to enter a Release, Control, and Validation environment and requiring an understanding of the concepts, processes, functions and activities involved.

This course is also intended for individuals seeking the ITIL® Expert in IT Service Management qualification, or the ITIL® Expert in IT Service Management qualification.

### Prerequisites

In order to take the ITIL® Release, Control, and Validation course, candidates must:

- Have passed the ITIL® Foundation certification exam
- In order to take the ITIL® Release, Control, and Validation exam, candidates must complete the ITIL® Release, Control, and Validation course and present a Certificate of Completion
- A basic IT literacy and around 2 years IT experience are highly desirable
- It is also recommended that candidates should complete at least 30 hours of personal study by reviewing the syllabus and the ITIL Release, Control, and Validation

publication in preparation for the examination, paying particular attention to the Release, Control, and Validation-specific terminology cited in the syllabus and defined in the Official ITIL Acronyms and the Official ITIL Glossary, noting new terms and questions to raise in class.

## Duration

5 days (30 hours).

## Learning Objectives

After completing this course, learners will be able to gain knowledge and understanding of:

- The importance of service management as a practice concept and service transition principles, purpose and objective
- The importance of ITIL release, control and validation while providing service
- How all processes in ITIL release, control and validation interact with other service lifecycle processes
- What are the processes, activities, methods and functions used in each of the ITIL release, control and validation processes
- How to use the ITIL release, control and validation processes, activities and functions to achieve operational excellence
- How to measure ITIL release, control and validation
- The importance of IT security and its contributions to ITIL release, control and validation
- The technology and implementation considerations surrounding ITIL release, control and validation
- Change management as a capability to realize successful service transition
- Service validation and testing as a capability to ensure the integrity and the quality of service transition
- Service asset and configuration management as a capability to monitor the state of service transition
- Knowledge management as part of enhancing the on-going management decision support and service delivery capability
- Request fulfillment and change evaluation to ensure meeting committed service level performance
- Release, control and validation process roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks associated with ITIL release, control and validation

## Course Outline

Module 1: Introduction to Release, Control, and Validation (RCV)

Module 2: Change Management

Module 3: Service Asset and Configuration Management (SACM)

Module 4: Service Validation and Testing

Module 5: Release and Deployment Management

Module 6: Request Fulfillment

Module 7: Change Evaluation

Module 8: Knowledge Management

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

Module 10: RCV Technology and Implementation Considerations

Module 11: Summary, Exam Preparation, and Directed Studies

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