



ITIL V3 Release, Control and Validation Capability Module

Duration: 4 Days

Course Specification:

The purpose of the ITIL® Certificate in Release, Control and Validation certification is to obtain knowledge on ITIL® terminology, process structure, roles, functions and activities that will enable role focused capability and competency in support of the Service Lifecycle approach as described in the ITIL Service Management Practices, commonly referred to as (ITIL) Version 3. The ITIL® Certificate in Release, Control and Validation is intended to enable the holders of the certificate to the ITIL® Foundation certificate in IT Service Management to apply the practices in resolution and support of the Service Management lifecycle.

Target Group

The target group of the ITIL® Certificate in Release, Control and Validation is:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications.
- Individuals who require a deep understanding of ITIL® Certificate in Release, Control and Validation processes and how it may be used to enhance the quality of IT service support within an organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement programme
- Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management, who wish to enhance their role-based capabilities.

This may include but is not limited to, IT professionals, business managers and business process owners.



Learning Objectives

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation management
- Change management as a capability to realise successful service transition
- Service validation and testing as a capability to assure 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
- Service request fulfilment and evaluation to assure meeting committed service level performance
- Common Service Operation activities related to Release, Control and Validation processes
- Organizing for Service Operation which describe functions to be performed within Release, Control and Validation processes
- Release Control and Validation process roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks
- CSI as a consequence of effective Release, Control and Validation processes

And specifically in the following key ITIL process and role areas

- Change management
- Service release and deployment management
- Service validation and testing
- Service asset and configuration management
- Knowledge management
- Request fulfilment
- Service Evaluation



Eligibility for Examination

To be eligible for the examination leading to an accredited ITIL® Certificate in Release, Control and Validation, the candidate must fill the following requirements:

- Have completed at least 30 hours of study with an accredited training provider or accredited e-learning provider for this syllabus;
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable;
- Have completed at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL Service Management Practice core guidance, in particular Service Strategy, Service Design and Service Transition publications

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