

## ITIL v3 Intermediate Capability Module Release, Control & Validation

Days of Training: 5

### Overview

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

### Prerequisites

ITIL v3 Foundation

### Learning Objectives

At the end of this course, you will learn:

- The concept of Service Management as a practice
- The purpose, goal and objectives of the Change Management Process
- The purpose of the SACM process and the goal of Configuration Management
- The use of a Configuration Management System (CMS), and its major components, in supporting the effective execution of SACM process
- The purpose, goal, objectives and scope of the RDM process
- The purpose, goal and objectives of the SVT process
- The purpose, goal, objectives and scope of the KM process
- The purpose, goal, objectives and scope of the Service Evaluation process
- The purpose and scope of the Request Fulfillment process

### Lesson 1: Course Introduction

- Introduction/Housekeeping
- Service Management as a practice
- Service, its value proposition and composition
- Functions and processes across the lifecycle
- The role of processes in the Service Lifecycle
- How Service Management creates business value
- How Release Control and Validation supports the Service Lifecycle

### Lesson 2: Change Management

- Purpose, goal, objectives & scope
- Value to business and to the Service Lifecycle
- Policies, principles and basic concepts
- Types of Change Requests
- Triggers, inputs, outputs and interfaces with other processes
- How to measure effectively, metrics and their applications
- Activities and the Service Operation Lifecycle stage
- The relationship between Continual Service Improvement and organizational change

### Lesson 3: Service Asset and Configuration Management

- Purpose, goal and objectives & scope
- Value to business and to the Service Lifecycle
- Policies, principles and basic concepts
- The use of a Configuration Management System (CMS)
- Process activities, tools and deliverables
- The considerations for retaining CMS back-up and historical data for business purposes
- How to measure effectively, metrics and their application
- Activities and the Service Operation Lifecycle stage

### Lesson 4: Release and Deployment Management

- Purpose, goal and objectives & scope
- Release Unit, Release Design options and considerations
- Release and Deployment planning
- Developing the detailed implementation plan for release deployment
- Support after deploying the new Release
- Triggers, inputs and outputs and interfaces with other processes
- Information recording and maintenance
- Challenges, risks and Critical Success Factors

### Lesson 5: Service Validation and Testing

- Purpose, goal and objectives & scope
- Value to business and Service Lifecycle
- Policies and principles
- Validation and Testing perspectives, purposes and stakeholder requirements
- Test levels and test models to help with building quality services deliverables
- Process activities, methods and techniques and how they relate to the Service Lifecycle
- Triggers, inputs and outputs and the process interfaces
- Maintaining test data and test environments in respect of changing test requirements
- Measurement and Metrics

### Lesson 6: Knowledge Management

- Purpose, goal and objectives & scope
- Value to the business and to the Service Lifecycle
- Policies, principles and the request model concept
- Basic layers of the KM concept using the DIKW structure
- What constitutes an effective KM strategy, and practical techniques for enabling knowledge transfer
- Stakeholder groups within the IT Service Management organization whose support is needed for effective Knowledge Management
- Measuring the value contribution of KM, and practical metrics

## ITIL v3 Intermediate Capability Module Release, Control & Validation (Continued)

Days of Training: 5

### Overview

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### Prerequisites

ITIL v3 Foundation

### Learning Objectives

At the end of this course, you will learn:

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- The purpose, goal and objectives of the Change Management Process
- The purpose of the SACM process and the goal of Configuration Management
- The use of a Configuration Management System (CMS), and its major components, in supporting the effective execution of SACM process
- The purpose, goal, objectives and scope of the RDM process
- The purpose, goal and objectives of the SVT process
- The purpose, goal, objectives and scope of the KM process
- The purpose, goal, objectives and scope of the Service Evaluation process
- The purpose and scope of the Request Fulfillment process

### Lesson 7: Service Evaluation

- Purpose, goal and objectives
- Scope
- Service Evaluation process terminology and workflow
- Intended effect and unintended effects of a change, and factors for evaluating the effectiveness of a Service Design and changes
- Evaluation of service performance to Risk Management and the potential impact on the course of actions for the overall Service Design/change evaluation
- Challenges pertaining to Service Evaluation

### Lesson 8: Request Fulfillment

- Purpose, goal and objectives
- Scope
- How Request Fulfillment may help to establish a selfhelp service practice within an organization.
- The difference between Request Fulfillment and Incident Management
- The relationship between Request Fulfillment and Release Management, and how they interact with SACM
- Challenges, risk and Critical Success Factors

### Lesson 9: Roles and Responsibilities

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

### Lesson 10: Technology and Implementation Considerations

- Requirements for ITSM technology for implementing processes
- Evaluation criteria for technology and tools for process implementation
- Challenges, Critical Success Factors and risks
- How to plan and implement Service Management technologies
- Technology considerations for implementing collaboration for process execution, Configuration Management and Knowledge Management
- The Deming Cycle

### Lesson 11: Exam Preparation

- Sample Exams
- Feedback
- Recap