# COURSE AGENDA

**ITIL® INTERMEDIATE RELEASE, CONTROL & VALIDATION (RCV)**

## LEARNING UNITS

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<th>1. Introduction to RCV</th>
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<td>Purpose and objectives of service transition</td>
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<td>Scope of the service transition phase in relation to the RCV related processes, its value to the business and how the RCV related processes interact with processes within other lifecycle stages</td>
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<td>Various aspects to be considered for developing an effective service transition strategy</td>
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<td>Defining service transition lifecycle stages</td>
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<td>The key initiatives that are important for an effective preparation for service transition</td>
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<td>The approach and best practices in planning and coordinating service transition activities</td>
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<td>How service transition provides transition process support to stakeholders</td>
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<th>2. Change Management</th>
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<td>The purpose and objectives of the change management process, and describe its practical application within a business environment</td>
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<td>The scope of the change management process</td>
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<td>The business value of change management and demonstrate some practical examples in real-life situations</td>
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<td>Change management policies, and its design and planning considerations</td>
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<td>Types of change request, and describe them using examples by service lifecycle stage; distinguish changes, requests for change (RFCs) and change records</td>
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<td>The role of change models, change proposals and standard changes</td>
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Typical activities involved in managing changes, and describe workflow of processing different types of change requests

The methods and techniques associated with each major change management activity

The change management process triggers, inputs, outputs and interfaces with other processes

The role of the configuration management system (CMS) in change management

How change management can be effectively measured, and examples of critical success factors and key performance indicators

The challenges and risks of change management

Typical change management activities that may be performed on a day-to-day basis during the service operation lifecycle stage

Managing organization and stakeholder change as an essential part of continual improvement

3. Service Asset and Configuration Management

The purpose and objectives of the SACM process

The scope of SACM

The business value of the SACM process, and demonstrate some practical examples in real-life situations

SACM policies and basic concepts and various types of CIs

The use of a configuration management system (CMS), and its major components, in supporting the effective execution of SACM process

The activities of asset management, the role of software asset management and associated tools

The key SACM process activities and deliverables for executing each of these activities

The SACM process triggers, inputs, outputs and interfaces with other processes

The information management considerations for SACM

How the SACM process can be effectively measured, and examples of critical success factors and key performance indicators and their application

The challenges and risks of SACM
Typical SACM activities performed on a daily basis by service operation

### 4. Service Validation and Testing

- The purpose and objectives of the SVT process
- The scope of the SVT process
- The business value of the SVT process, and demonstrate some practical examples in real-life situations
- How policies can drive and support the execution of the SVT process, and describe practical examples of such policies
- Various test models, their objectives and test conditions, and examples of validation conditions
- Various validation and testing perspectives, their purposes and the stakeholder groups’ requirements to be addressed
- The use of test levels and test models to help with building quality service deliverables during the early stage of the service development lifecycle
- The key activities of the SVT process, the underlying method and techniques in performing each step
- The SVT process triggers, inputs, outputs and interfaces with other processes
- The practices of maintaining test data and test environments in respect of changing test requirements
- How the SVT processes can be measured in terms of business value contribution and internal efficiency, and examples of critical success factors and key performance indicators
- The challenges and risks of SVT

### 5. Release and deployment management

- The purpose, and objectives of the RDM process
- The scope of the RDM process
- The business value of the RDM process
- RDM policies, the concept of a release unit, release design options and considerations, and models
The four phases of RDM

Release and deployment planning considerations

Release and deployment plans

Pass/fail criteria

Build and test planning

Planning release packaging and build

Preparation for release build and test

Deployment planning

Planning of pilots

Financial/commercial planning

The key steps and techniques for performing the release build and test stage

Release and build documentation

Acquire and test input configuration items and components

Release packaging

Build and manage the test environments

Service testing and pilots

The approach for developing a detailed plan for deployment and the key steps for performing the actual transfer, deployment and retirement, verifying deployment, providing early life support

Reviewing and closing the deployment

The RDM process triggers, inputs, outputs and interfaces with other processes

How information pertaining to service deployment should be recorded and maintained

How the RDM processes can be measured in terms of business value contribution and examples of critical success factors and key performance indicators
The challenges, risks and critical success factors pertaining to RDM

Typical RDM activities performed on a daily basis by service operation

6. Request Fulfilment

The purpose, objectives and scope of the request fulfilment process

The business value of the request fulfilment process

Request fulfilment policies, principles and basic concepts

Request fulfilment activities and demonstrate some practical examples of service requests that can be offered as standard services by category

Request fulfilment process triggers, inputs, outputs and interfaces
  (particularly with RDM, SACM and change management)

Information required by the request fulfilment process

How request fulfilment can be effectively measured, and examples of critical success factors and key performance indicators

Challenges and risks pertaining to request fulfilment

7. Change Evaluation

The purpose, objectives and scope of the change evaluation process

The business value of the change evaluation process

Change evaluation policies, principles and use of the Plan-Do-Check-Act model

Change evaluation process terminology and typical change evaluation process workflow

Perspectives to consider when executing an evaluation plan, the intended and unintended effect of a change, and factors for evaluating the effectiveness of a service change

The evaluation of predicted service performance and actual performance and of risk management. How this can impact the course of actions for the overall service design/change evaluation.

Evaluation report contents

Change evaluation process triggers, inputs, outputs and interfaces
The role of the SKMS and CMS relative to the change evaluation process

How change evaluation can be effectively measured, and examples of critical success factors and key performance indicators

Challenges and risks pertaining to change evaluation

8. Knowledge Management

The purpose, objectives and scope of the KM process

The business value of the KM process, especially in the context of service transition

KM policies and use of DIKW structure. The SKMS and its relationship with the CMDB and CMS, using examples

KM activities and practical techniques for enabling a KM strategy, knowledge transfer and the effective management of data, information and knowledge. Demonstrate the benefits of using an SKMS through examples

KM process triggers, inputs, outputs and interfaces. The stakeholder groups within the IT service management organization whose support is needed for effective knowledge management.

Information management aspects to consider when creating an SKMS

How KM can be effectively measured, and examples of critical success factors and key performance indicators

Challenges and risks pertaining to KM

The relationship between continual service improvement and knowledge management

9. RCV Roles & Responsibilities

Generic roles involved in service transition

The key roles/functions responsible for executing each process step as related to:

- Transition planning and support
- Change management
- Service asset and configuration management
- Release and deployment management
- Service validation and testing
- Request fulfilment
- Change evaluation
- Knowledge management
10. Technology & implementation considerations

The list of generic requirements for integrated ITSM technology

The evaluation criteria for service management tools for process implementation

The RCV practices for process implementation which include:
• Managing change in operations
• Service operation and project management
• Assessing and managing risk in service operation
• Operational staff in service design and transition

The challenges, critical success factors and risks relating to implementing service transition practices and processes

How to plan and implement service management technologies

The technology considerations for implementing the following processes and activities:
• Knowledge management tools
• Collaboration
• Configuration management system

11. Summary and directed studies

Review of key concepts

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