Tel +44 20 4571 2395
info@siliconbeachtraining.co.uk

## What is ITIL® Intermediate Training - Release, Control & Validation training?

The ITIL® Intermediate Release, Control and Validation training course is part of the ITIL Service Capability stream, and will be beneficial to delegates who wish to attain a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact.

## ITIL® Intermediate Course Release, Control and Validation Exam

The Release, Control and Validation exam is a 90 minute closed book exam consisting of eight multiple choice, scenario based questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which achieves no marks.

## Who is ITIL® Intermediate Training - Release, Control & Validation training intended for?

Before attending this course you must hold a valid ITIL Foundation Certificate.

*Copyright Statements*

*ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.*

---

## Course Objectives

Upon completion of this Release, Control & Validation training course you will have knowledge of:

- 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

Tel +44 20 4571 2395
info@siliconbeachtraining.co.uk

- 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
- Release Control and Validation process roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks

## Modules:

- Introduction to Release, Control and Validation (RCV)
- Change Management
- Service Asset and Configuration Management
- Service Validation and Testing (SVT)
- Release and Deployment Management
- Request Fulfilment
- Evaluation
- Knowledge Management
- Release, Control and Validation Roles and Responsibilities
- Technology and Implementation Considerations

*ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.*

The ITIL® Intermediate Release, Control and Validation training course is part of the ITIL Service Capability stream, and will be beneficial to delegates who wish to attain a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact.