



Release & Control (IPRC)

This course is of particular use to those of you working within, or tasked with implementing, the Change Configuration and Release processes. The course is also useful to those of who are working in one particular discipline, but wishing to broaden their knowledge of other related Service Management disciplines. This course includes the exam leading to the Practitioner Certificate in IT Service Management, Release and Control. All students receive a course manual

Objectives

- ✚ Provides guidance on the design and implementation of integrated change, configuration, and release management processes
- ✚ Life cycle methods and requirements
- ✚ Contents of a CRC plan
- ✚ Contributing to the planning process
- ✚ Prepare for and take the ITIL Practitioner Release and Control (IPRC) Certification Exam
- ✚ Define the monitoring and reporting of key performance indicators and achievements
- ✚ An understanding of the benefits, challenges and costs associated with effective Configuration, Change, and Release Management
- ✚ The requirements for policies, processes, procedures and work instructions The importance of measurements and reporting and how to use them for finding and recommending continuous improvements

Duration

5 days

Prerequisites

Must hold a Foundation Certificate in IT Service Management Should have 5 years experience in IT Should be familiar with the Change, Configuration, and Release Management chapters in the ITIL Service Support book

Who Should Attend

Process Managers, Process Coordinators for Configuration, Change and Release Management, IT Managers, Supervisors or Team Leaders Network, System, and Website Managers, and Application Developers and Service Desk Staff.

Course syllabus Introduction and Overview

Managing, organizing and optimizing the Release and Control processes controlling the changing environment Ensuring quality releases mapping the configuration environment

Planning the Key Release and Control Activities

Change Management

- ✚ Determining the objectives and scope
- ✚ Defining the roles and responsibilities
- ✚ Performing risk assessments and obtaining approval

Release Management

- ✚ Establishing release policies
- ✚ Planning the monitoring and reporting of process effectiveness

Configuration Management

- ✚ Defining the Configuration Management Database (CMDB) scope
- ✚ Determining Configuration Item (CI) naming conventions
- ✚ Planning for CMDB data discovery, collection and population

Exchanging Information

- ✚ Establishing information exchange between the Release and Control processes integrating with other Service Management processes

Monitoring and Reporting

- ✚ Monitoring and managing the Release and Control activities Identifying key issues impacting effective operation
- ✚ Establishing metrics and management information developing and monitoring critical success factors and key performance indicators

Maintaining the Procedures

- ✚ Mapping Release and Control procedures to daily work activities
- ✚ Defining criteria for Change prioritisation
- ✚ Planning resource allocation for releases
- ✚ Ensuring CMDB quality through verification and audit

Establishing Change Management

Classifying, prioritizing and approving changes

- ✚ Standard Intermediate Urgent Emergency High Medium Low

Change Manager Responsibilities

- ✚ Filtering Requests for Change (RFC) Selecting Change Advisory Board (CAB) and CAB/Emergency Committee membership Ensuring effectiveness through post-implementation review

Release Management Activities

Planning for Releases

- ✚ Release identification, Determining requirements for full, delta and package releases Establishing Definitive Hardware Store (DHS) and Definitive Software Library (DSL)

Designing, building and configuring Releases

- ✚ Build management
- ✚ Ensuring fit-for-purpose testing
- ✚ Constructing back-out plans

Distribution and installation

- ✚ Training and communicating to all stakeholders
- ✚ Considering all technical and non-technical aspects of Releases

Applying Configuration Management

- ✚ Managing physical and logical relationships
- ✚ Establishing CI attributes
- ✚ Confirming software license compliance
- ✚ Identifying downtime through Status Accounting

Optimising the Release and Control Processes

- ✚ Analysing process outputs
- ✚ Proposing process improvements
- ✚ Utilising key performance indicators
- ✚ Implementing reviews for process effectiveness
- ✚ Establishing ongoing quality improvements