

## ITIL® v3 Service Capability Course – Release, Control & Validation (RCV)

The RCV course builds on the general principles covered as part of the ITIL®v3 Foundation course. To implement new or changed services in a controlled and cost effective manner and then transition control to the operations groups, IT organizations must successfully implement ITIL® RCV best practices. This course therefore covers in-depth the Change Management, Release and Deployment Management, Service Asset and Configuration Management, Knowledge Management, Transition Planning and Support, Service Validation and Testing and Service Evaluation processes, to the level needed to introduce or improve these capabilities within an organization as an integral part of the overall business-focused Service Management framework.

### Course Duration

This is an intensive five-day course that includes the official APMG certification exam.

### What You Will Learn

The Release, Control & Validation course focuses on the process activities and their interrelationships. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

- The Service Lifecycle and Service Management as a practice:  
Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate “service” and be able to explain the concept of Service Management as a practice
- RCV Key Principles, Models and Concepts:  
Understand the common Service Transition (ST) / Service Operation (SO) principles and guidelines that will influence the performance of the RCV processes
- RCV Processes:  
Understand and articulate the activities of the RCV processes. Other areas of discussion include information management requirements, challenges, critical success factors and risks within each of the processes. The processes include:
  - Change Management
  - Service Asset & Configuration Management
  - Release & Deployment Management
  - Request Fulfillment
  - Service Validation & Testing
  - Service Evaluation
  - Knowledge Management
- Service Management Technology:  
Understand the use of technology in supporting Service Management and the RCV processes and explore concepts that have an impact on its planning and implementation

This course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Release, Control & Validation. The main focus of this course is on the operational-level process activities and supporting methods and approaches related to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in support of the service transition aspects of the Service Management Lifecycle.

Note: The emphasis of this course is on the process activities, their measurement, the interrelationships and roles and responsibilities; in-depth discussion of the management/control activities occurs in the Service Transition and Service Operation Lifecycle courses.

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## Prerequisites

- The ITIL®V3 Foundation Certification in IT Service Management or the v2 to v3 bridge equivalent.
- Two to four years professional experience with Service Management as well as defined experience in at least one of the RCV processes.

## Student Responsibilities

Students must complete at least 21 hours of personal study by reviewing the Service Transition publication prior to the course start and allowing for a minimum of 90 minutes of study per evening during the course.

The RCV exam is a very challenging one. Upon registration, students will be provided with a pre-course reading list. Students will be expected to read the sections listed from the appropriate ITIL® book – Service Transition – before the first day of class.

These ITIL® books are not included with the course but can be purchase from [orders@diymonde.com](mailto:orders@diymonde.com).

## Professional Qualification

This course forms part of the ITIL® Intermediate qualification program.

Successfully passing the 90 minute exam, consisting of eight (8) complex, multi-part, multiple choice scenario-based gradient scored questions lead to the ITIL® V3 Intermediate Service Capability Certificate: Release, Control & Validation. The pass mark is 70% (28/40) or more.

Successful completion of this course and exam provides 4 points of the necessary 15 'electives' to achieve the ITIL® Expert certification (2 points for Foundation and 5 points for Managing Across the Life Cycle are mandatory).

Note: The Lifecycle course 'Service Transition' and the Capability course 'Release, Control & Validation' have a significant amount of overlap of topics and therefore, in the interests of achieving the broadest possible education, it is NOT recommended that both feature in the selection of courses taken in order to acquire the points necessary for the award of 'ITIL Expert' status – even though all points acquired will be credited.

## Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. A copy of the ITIL® Service Transition Key Element Guide will also be provided. All materials are distributed on the first day.