



## ITIL® 2011 Intermediate Certificate: Release, Control & Validation (RCV)

**Interactive teaching.**  
**Imaginative course presentation.**  
**Impressive results.**

### What Will the Course Give Me?

SED-IT's 5-day Release, Control & Validation (RCV) course provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within a service-oriented environment and require a deeper understanding of the concepts, processes and activities involved in transitioning services and how they may be used to enhance overall service quality and service provision as well as contribute to the organization's continual improvement activities.

### What You Will Learn

The Release, Control & Validation course focuses on the transition process activities and 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
  - **Basic Release, Control & Validation Principles:** Understand the common Service Transition (ST) / Service Operation (SO) principles and guidelines that will influence the performance of the RCV processes
  - **Release, Control & Validation Processes:** Understand and articulate the activities of the RCV processes. Other areas of discussion include information management requirements, roles and responsibilities, challenges, critical success factors and risks within each of the processes. The processes include:
    - Change Management
    - Service Asset & Configuration Management
    - Service Validation & Testing
    - Release & Deployment Management
    - Request Fulfillment
    - Change Evaluation
    - Knowledge Management
- Note:** in-depth discussions around the managerial/supervisory aspects of each process is found in the **Service Transition** and **Service Operation** courses
- **Explore Technology and Implementation Considerations:** Understand the role of technology to RCV processes and explore concepts that have great impact on their implementation

### Who Should Attend?

The target audience for this course includes IT Professionals, IT Operational Staff, Business Managers, and Business Process Owners.

### Why You Should Attend This Course

This course immerses learners in the practical aspects of the ITIL 2011 Service Lifecycle and processes associated with the Release, Control & Validation of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches 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 resolution and support of the Service Management Lifecycle.

*The emphasis of this course is on the process activities, their measurement, the interfaces and roles and responsibilities; in-depth discussion of management/control activities occur in the ST and SO courses.*

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### Why SED-IT?

SED-IT only uses fully qualified and accredited instructors who also have in-depth practical experience in assisting organizations in their specific “adopt/adapt” initiatives in Service Management. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful Service Management project and environment. SED-IT is a globally accredited organization, via EXIN and PEOPLECERT to provide ITIL education. SED-IT is also fully accredited (as well as the subject matter expert behind its redevelopment) to deliver EXIN’s ISO/IEC 20000 educational program (Foundation, Specialist, Auditor, Expert and Master courses).

### Duration & Logistics

This course is five (5) full days and includes the 90-minute, 8 multiple choice question, scenario-based, gradient scored (total 40 marks) certification exam completed at the end of the last day. The exam is delivered online with printed scenarios and scores are immediately available upon submission of the exam. To pass, you must achieve 70% or greater (28/40 correct) to receive the certification. The course is held in Louisville, KY but we are more than happy to conduct closed courses on customer’s sites; call for details.

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)..

### Prerequisites

The candidate must hold (documentary evidence required) one of the following:

- ITIL Foundation Certificate (2007 or 2011 version)
- v2 ITIL Foundation Certificate and the v2-v3 Foundation Bridge Certificate

The candidate should also have some experience working within a Service Management capacity (2-4 years) as well as defined experience in at least one of the RCV processes. It is also strongly recommended that the candidate read the ITIL Service Lifecycle core publications, specifically the *Service Transition* and *Service Operation* volumes, prior to attending (recommended 12 hours of personal study).

### Student Materials, Responsibilities & Price

Each candidate will receive a full color course materials - lecture notes, in-course exercises and answers, homework and practice exam. All materials are distributed on the first day of class.

To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 90 minutes of study per evening. Candidates are expected to fully participate in all course activities.

**Course price:** \$2,995 (includes all materials and the exam)

### Next Steps

Speak with us at **502-456-4322**, send an e-mail with your requirements to **info@practical-itsm.com** or visit the course page at **www.practical-itsm.com/intermediate\_rcv**.