

## ITIL Release, Control and Validation Capability

Mastering ITIL Intermediate courses require IT professionals to obtain great insight into the ITIL body of knowledge and to learn how to apply ITIL in real life. SecureNinja's blended Release, Control, and Validation (RCV) training course in Washington, DC, San Diego, CA, or blended online format, use an optimal mix of training methods to achieve this result in a way that is most convenient, effective, and economical to learners. Learners obtain the "knowing" component of the course by completing 10 hours of self-paced eLearning in their own time and at their own pace. After completing the eLearning component of the course, the program taps into the natural strengths of the classroom. In 2.5 days, learners are provided with a safe environment where they can learn to "apply" their knowledge through a combination of case studies, assignments, and role-plays. *Thinking beyond the traditional classroom "box" and presenting students with an optimal mix of learning methods*

This ITIL Intermediate course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Release, Control, and Validation of services. 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 course uses an optimal mix of learning methods to provide learners with the most effective way to build their ITIL knowledge with respect to Release, Control, and Validation and to apply this knowledge in real life. Learners can complete eLearning modules on their own time to build their knowledge and then participate in interactive classroom or virtual classroom sessions to apply this knowledge in practice.

### Recommended Audience

The Release, Control, and Validation Capability course will be of interest to:

- Individuals who have their ITIL Foundation certificate and want to pursue the Intermediate and Advanced level ITIL certifications.
- Individuals and/or operational staff who require a comprehensive, practical understanding of the Release, Control, and Validation processes and how these may be used to enhance the quality of IT service support within an organization. For example, operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfillment, Service Evaluation, and Knowledge Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- Typical roles, including (but not restricted to) IT professionals, IT/business managers, and IT/business process owners, and IT practitioners.

### Course Learner Material

- Digital reference contains concepts that are covered in the class an exam preparation guide. There is also a participant workbook that contains all the

exercises and includes all the answers in the appendix. Participants also get access to eLearning modules a few weeks before the course starts. The eLearning materials are available for 2 years after completion of the course.

## Learning Objectives

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a practice and the principles, purposes, and objectives of Service Transition.
- Knowing the important role of Release, Control, and Validation in service provision and understanding how the in-scope processes interact with other Service Lifecycle processes.
- Comprehending the activities, methods, and functions used in each of the Release, Control, and Validation processes.
- Knowing how to apply Release, Control, and Validation processes, activities, and functions to achieve operational excellence.
- Measuring Release, Control, and Validation performance.
- Understanding the importance of IT security and how it supports Release, Control, and Validation.
- Understanding technology and implementation requirements in support of Release, Control, and Validation
- Comprehending the challenges, Critical Success Factors, and risks related to Release, Control, and Validation.

## Prerequisites

Candidates for this course must:

- Hold an ITIL Foundation certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum mandatory requirement but 2 to 4 years' professional experience working in IT Service Management is highly desirable.
- It is also strongly recommended that candidates:
  - Demonstrate familiarity with IT terminology and understand the context of Release, Control, and Validation management in their own business environment.
  - Have some experience working in a Service Management capacity within a service provider environment, with responsibility relating to at least one of the following Service Management processes:
    - Change Management, Release Management, Configuration Management, Service Evaluation, and Quality Assurance, Knowledge Management, and Service Validation and Testing
- It is recommended that learners should complete at least 12 hours of personal study by reviewing the syllabus and the ITIL Service Lifecycle core publications, particularly the Service Transition and Service Operation books, in advance of attending training for the certification. The syllabus can be downloaded from this link: [Syllabus Link](#)

## Examination

- Evidence of ITIL Foundation certificate and completion of the Release, Control, and Validation Capability course from an Accredited Training Provider are required to sit for the exam.
- The exam is a closed-book exam with eight (8) multiple-choice, scenario-based, gradient-scored questions.
- The exam duration is a maximum of 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first are allowed a maximum of 120 minutes and the use of a dictionary).
- Each question has 4 possible answer options; one that is worth 5 marks, one that is worth 3 marks, one that is worth 1 mark, and one that is a distracter and receives no marks.
- The passing score is 28/40 or 70%.

## Credits

- On successfully passing the ITIL Release, Control, and Validation Capability exam, the student will be recognized with 4 credits in the ITIL Qualification scheme.
- Project Management Institute - Professional Development Units (PDUs) = 30

## Course Duration

- 2.5 days (virtual) classroom 10-hours self-paced eLearning

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