

## ITIL® Intermediate Training - Release, Control & Validation

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.

### Objective

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
- 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

### Details

**Duration:** 5 Days

### Course PreRequisites

Before attending this course you must hold a valid [ITIL Foundation Certificate](#).

## Course Content

### 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

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