

Hands-on course , 5
day(s)
Ref : ITB

Participants

Candidates must hold ITIL® V3 Foundation Certificate (or ITIL® V3 Foundation Bridge certificate) and want to progress into the cycle of ITIL® certification.

Pre-requisites

Candidates must submit BEFORE the start of their training certificate ITIL® Foundation (V3 Foundation or V2 Foundation plus Bridge).

Next sessions

ITIL® V3 Course Capability RCV

OBJECTIVES

This training will enable you to acquire skills on the practice of IT Service Management, the process of Release, Control and Validation, useful technologies and items to consider in the implementation process, the critical success factors and risk. The certification is included in the course.

1) Service asset and configuration management (SACM)

2) Release and deployment management

3) Change evaluation

4) Release, Control and Validation roles and responsibilities

5) Change management

6) Service validation and testing and Request Fulfilment

7) Knowledge Management

8) Technology and Implementation Considerations

1) Service asset and configuration management (SACM)

- Introduction. The importance of the RCV in the service lifecycle
- Mission, goals and objectives of this process.
- The benefits and business value and how the SACM processes supports the execution of other processes.

2) Release and deployment management

- Mission, goals, objectives and scope of this process.
- The triggers, inputs and outputs, interfaces of this process and relationship with other processes.

3) Change evaluation

- Mission, goals, objectives and scope of this process.
- Perspectives and considerations for evaluating the effectiveness of a service change.

4) Release, Control and Validation roles and responsibilities

- Roles and responsibilities that support service transition and the RCV processes

5) Change management

- Mission, goals and objectives of this process.
- The benefits and business value through concrete examples.
- The triggers, inputs and outputs, interfaces of this process and relationship with other processes.

6) Service validation and testing and Request Fulfilment

- Mission, goals and objectives of this process.
- The triggers, inputs and outputs, interfaces of this process and relationship with other processes.
- Mission, goals and objectives of this process.
- How the Request Fulfilment can help establish a practice of self-service in the organization.

7) Knowledge Management

- Mission, goals, objectives and scope of this process.
- Elements of an effective strategy for KM.

8) Technology and Implementation Considerations

- List of requirements on technologies useful for process implementation.
- Criteria for evaluating tools and technologies.