

ITIL v 3.0 - Release, Control & Validation

Course Introduction

6 m

Part 01

Chapter 01 - Capability Certification Course

10m

Capability Certification Course
Course Organization
Agenda - Overview
Courseware Usage
Courseware Conventions
ITIL Capability Exam
ITIL Qualification Scheme
Getting Started
Free Stuff
Chapter 01 Review

Chapter 02 - ITIL Concepts

31m

ITIL Concepts
You say ITIL, I say ...
Origins of ITIL
ITSM - A Real World of Experience
Process Oriented ITIL
Lifecycle Oriented ITIL
The History of ITIL
Why Refresh?
Need-to-Know ITSM Concepts
Good Practice
IT Service Management
Service
Service Model
Framing Service Value
Concepts
Function - Process - Role
What is a Process?
Process Characteristics
IT Governance & Service Lifecycle
The Service Lifecycle - Value to the Business
Chapter 02 Review

Chapter 03 - Release, Control & Validation

43m

Release, Control & Validation
The Service Lifecycle & RCV
Service Assets & Capability
RCV & Service Transition
RCV & Service Operation
RCV & The ST Model
RCV - Purpose, Goals & Objectives
RCV - Scope
RCV - Value to the Business
Principles
Governance

Management
Quality
Service Transition Interface
Challenges
Critical Success Factors
Risks
RCV Processes
Chapter 03 Review

Part 02

Chapter 04 - Change Management

46m

Change Management
Introduction
Objective
Scope
Value to the Business
Concepts
Triggers, Inputs & Outputs
Change Flow
Standard Process Flows
Change Management - Activities
Change Request Types
Change - Create & Record
Change - Assess & Evaluate
Change Management – The 7 Rs
Change - The Change Advisory Board (CAB)
Change - Authorize Change
Change - Coordinate Change
Change - Review & Close
Relationships
Information
Metrics & Measures
Challenges
Summary
Chapter 04 Review

Chapter 05 - Release & Deployment Management

52m

Release & Deployment Management
Introduction
Objective
Scope
Value to the Business
Concepts
Triggers, Input & Output
Release Package
Activities
Planning
Prepare Build, Test & Deploy
Build & Test
Definitive Media Library
Test & Pilot Service
Service Testing
Deployment Activities
Plan & Prepare for Deployment

Transfer, Deploy & Retire
Verify Deployment
Early Life Support
Review & Close Deployment
Review & Close Service Transition
Relationships
Information
Metrics & Measures
Challenges
Summary
Chapter 05 Review

Chapter 06 - Service Asset & Configuration Management

41m

Service Asset & Configuration Management
Introduction
Objective
Scope
Value to the Business
Concepts
SACM Management Policies
Configuration Management System
Definitive Media Library
Activities
Configuration Activity Model
Management & Planning
Logical Configuration Model
Configuration Identification
Configuration Control
Status Accounting & Reporting
Verification & Audit
Relationships
Information
Metrics & Measures
Challenges
Summary
Chapter 06 Review

Chapter 07 - Service Validation & Testing

42m

Service Validation & Testing
Introduction
Objective
Scope
Value to the Business
Concepts
Service Validation & Testing Policies
Service Quality Policy
Risk Policy
Service Transition Policy
Release Policy
Change Management Policy
Triggers, Input & Output
Validation & Testing Process
Test Perspectives
Activities
Validation & Test Management
Test Levels & Test Models

Service Test Models
Plan & Design Test
Verify Test Plan & Test Design
Prepare Test Environment
Perform Test
Evaluate Exit Criteria & Report
Clean Up & Close
Relationships
Information
Metrics & Measures
Challenges
Summary
Chapter 07 Review

Chapter 08 - Request Fulfillment

23m

Request Fulfillment
Introduction
Objective
Scope
Value to the Business
Concepts
Activities of Request Fulfillment
Menu Selection
Financial Approval
Other Approval
Fulfillment
Closure
Process Relationships
Information
Metrics & Measures
Challenges
Summary
Chapter 08 Review

Chapter 09 – Evaluation

45m

Evaluation
Introduction
Objective
Scope
Value to the Business
Concepts
Evaluation Point Scope
Activities
Service Evaluation Terms
Evaluation Process
Evaluation Plan
Understand Intended Effects of Change
Understand Unintended Effects of Change
Consider Factors Affecting Change
Evaluate Predicted Performance
Evaluate Actual Performance
Manage Risk
Evaluation Report
Relationships
Information
Metrics & Measures

Challenges
Summary
Chapter 09 Review

Chapter 10 - Knowledge Management

35m

Knowledge Management
Introduction
Objective
Scope
Value to the Business
Concepts
DIKW Structure
SKMS Relationships
Activities
Knowledge Management Strategy
Knowledge Transfer
Data & Information Transfer
Service Knowledge Management System (SKMS)
Utilization of SKMS
Relationships
Information
Metrics & Measures
Challenges
Summary
Chapter 10 Review

Part 03

Chapter 11 - Organizing Release, Control & Validation

34m

Organizing Release, Control & Validation
Introduction
Organizational Context
Service Transition Roles
Generic Roles
Service Transition Manager
Planning & Support
SACM & Change Management Roles
Performance & Risk Evaluation Management
Service Knowledge Management
Service Test Manager
Release & Deployment Roles
Release & Deployment Manager
Release Packaging & Build
Deployment
Early Life Support
Build & Test Environment Management
Relationships
Chapter 11 Review

Chapter 12 - Technology Considerations

18m

Technology Considerations
Tools
Knowledge Management Tools
Collaboration

Communities
Workflow Management
Configuration Management System
Improving Services & Processes
Chapter 12 Review
Course Closure

Total Duration: 7h 06m