



## ITpreneurs' ITIL Blended Release, Control, and Validation Capability Course

Mastering ITIL Intermediate courses requires IT professionals to obtain great insight into the ITIL body of knowledge and to learn how to apply ITIL in real life.

ITpreneurs' blended Release, Control, and Validation (RCV) training course uses 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 e-learning in their own time and at their own pace.

After completing the e-learning 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*



ITL9334-B  
ITL9334-VC-B  
ITIL® Release,  
Control, and  
Validation Capability  
Course

Certificate:  
ITIL® RCV Capability  
Duration:  
2.5 days (virtual  
classroom)  
10 hours self-paced  
e-learning  
Course Delivery:  
(Virtual) Classroom  
E-learning  
Languages:  
English  
Credits:  
4 Credits to ITIL  
expert  
PMI® PDUs:  
30

## Course Description:

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 e-learning 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.

## 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 Fulfilment, 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.

## 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.

## Practical Information About the Course:

- A maximum of 18 people can attend this course with 1 instructor; more students require a second instructor.
- Learners have to provide their ITIL certificate numbers before the start of the course.
- Learners are expected to complete the e-learning modules prior to joining the classroom/virtual classroom sessions as the classroom sessions build upon the knowledge provided in the e-learning modules.
- Classroom/virtual classroom sessions run from 08:00 – 5:00 on days 1 and 2. The third day ends at 12.00.
- After the classroom sessions, there is one more e-learning module to complete; the exam preparation module.
- The exam can be scheduled at a time and date convenient to learners after the (virtual) classroom sessions.
- The e-learning modules and virtual classroom environment require a high-speed Internet connection, Internet Explorer 7.0 or higher, a headset, and a microphone.
- The instructor is available throughout the program to support learners with their e-learning modules. The instructor can be reached via telephone or e-mail.



# Course Factsheet

## Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: ITIL v2, 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 <http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>

## Course Learner Material:

- Learners receive a copy of the classroom presentation material, practice exam, case study, homework, and assignments.
- Learners receive a PDF with additional course reference material (about 600 pages). This material is formatted for an e-reader /iPad/computer, allowing students to read it on an e-book device.
- Learners receive a login and password for the e-learning modules a few weeks before the (virtual) classroom course starts. The e-learning materials are available for 2 years after completion of the course.

## About the 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 pass 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 Factsheet

## Agenda:

E-Learning	(Virtual) Classroom			E-Learning
	Day 1	Day 2	Day 3	
6 hours of self-paced, instructor-supported e-learning	1. Introduction	4. Release & Deployment Management	7. Service Evaluation	4 hours of self-paced, instructor-supported e-learning
	2. Service Strategy Principles	5. Service Validation and Testing	8. Knowledge Management	
	3. Defining Services and Market Spaces		9. Technology and Implementation Considerations	
	<b>Lunch</b>			
	2. Conducting Strategic Assessments	6. Request Fulfilment		
	3. Financial Management	7. Service Evaluation		
	4. Service Portfolio Management			
	<b>Homework</b>			

### ITpreneurs Training Material Accreditation Status



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