



ITIL® Release, Control, and Validation Capability

Course Overview

This 5-day 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 training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Course Duration	CPE	Delivery Format
5 days	40	Virtual Classroom Group Training

What You'll Learn

At the end of this course, you will be able to:

- Understand Service Management as a Practice and Service Transition principles, purpose and objective
- Know the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- Identify the activities, methods and functions used in each of the Release, Control and Validation processes
- Understand the application of Release, Control and Validation processes, activities and functions to achieve operational excellence
- Measure Release, Control and Validation performance
- Understand the importance of IT Security and how it supports Release, Control and Validation
- Understand technology and implementation requirements in support of Release, Control and Validation
- Identify the challenges, critical success factors and risks related with Release, Control and Validation

Who Needs To Attend

Individuals who have their ITIL Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications, IT professionals involved in IT Service Management implementation and improvement programs, Release Manager, Security Administrator, IT Operations Manager, Database Administrator, Security Manager