

Duration 5 Days

TC1161

## OVERVIEW



ITIL, the Information Technology Infrastructure Library, is the most widely accepted IT-process management framework in the world. It has been accepted as the de facto standard for managing IT organisations. ITIL describes the processes required for managing an IT infrastructure efficiently and effectively in order to guarantee the service levels agreed upon by the IT organisation and its customers.

This workshop builds on the general principles covered as part of the ITIL® V3 Foundation Certificate workshop and provides in-depth knowledge of the ITIL® RCV topics as specified in the ITIL® V3 Service Capability curriculum.

There is an examination at the end of the workshop which consists of a complex multiple-choice, closed book paper of 8 questions, to be answered within 90 minutes. The pass mark is 65%. Successful candidates will be awarded 4 credits towards the ITIL® Expert qualification.

## WORKSHOP OBJECTIVE

This workshop is specifically designed for IT practitioners wanting to gain knowledge and accreditation in IT Service Management Best Practice. Participants will learn the essential concepts of ITIL and be equipped with the knowledge to confidently apply its underlying principles. They will also undertake the examination at the conclusion of the workshop.

## BENEFITS

Using the ITIL framework in an IT organisation provides the following benefits:

- Establishment of common terminology
- Consistency in the delivery of services
- Understanding of the business dependencies which influence IT service delivery
- A business understanding within the IT organisation

## TARGET AUDIENCE

The workshop has been designed for individuals who require an in-depth understanding of Release, Control and Validation processes and how these may be used to enhance the quality of IT service provision within an organisation. Participants would include anyone involved in Change Management, Release Management or any areas touching on these topics.

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## PREREQUISITES

Participants will be required to have achieved a pass in the ITIL® V3 Foundation exam or the ITIL® V2-V3 Bridging exam from either EXIN, ISEB or APMG. Proof of this must be provided in order to attend the workshop.

PM-Partners group recommends that participants are familiar with the 5 ITIL® Core Publications prior to attending the workshop. In particular, the Process chapters from the Service Operation and Service Transition Books. An estimated 10 hours of personal study will be required.

The ITIL® books are not included with this course.

## CONTENT SUMMARY

Topics include:

- Change Management
- Release and Deployment Management
- Service Validation and Testing
- Service Asset and Configuration Management
- Request Fulfilment and
- Service Evaluation and Knowledge Management.

## LEARNING OUTCOMES AND FACILITATION

Proven industry best practice such as ITIL provides knowledge about terminology, process structure, roles, functions and activities that will assist in improving user support practices and as a result, improvements in the stability of the IT infrastructure. This workshop provides participants with practical guidance around the design and implementation of integrated end-to-end processes within the Change and Release Management arena, in order to achieve control and stability within an IT infrastructure.

Facilitators of this workshop will use a case study delivery approach to provide participants with a multi-faceted and challenging learning experience.

## 35 PROFESSIONAL DEVELOPMENT UNITS (PDUs) AWARDED



PM-Partners group is a Global PMI (Project Management Institute) Registered Education Provider.

Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn 35 PDUs for their participation in this workshop.

## DELIVERY

All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and/or individual instruction. Training is provided through hands-on learning, relevant exercises and the provision of a participant handbook.

A participant workbook/manual will be provided to all participants

Our participants are also entitled to complementary telephone consultation/advice within 60 days of workshop completion.

## Workshop Content Summary

- 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 for realising successful service transition.
- Service validation and testing as a capability for assuring the integrity and the quality of service transition.
- Service asset and configuration management as a capability for monitoring the state of service transition.
- Knowledge management as part of enhancing the ongoing management decision support and service delivery capability.
- Service request fulfilment and evaluation to assure meeting committed service level performance.
- Common Service Operation activities related to Release, Control and Validation processes.
- Organizing for Service Operation which describes functions to be performed within Release, Control and Validation processes.
- Release Control and Validation process roles and responsibilities.
- Technology and Implementation Considerations.
- Challenges, Critical Success Factors and risks.
- CSI as a consequence of effective Release, Control and Validation processes.