

# ITIL®Capability : release, Control & Validation certification à distance incluse

Cours Pratique de 5 jours

Réf : YTR - Prix 2022 : nous consulter

ITIL® consists of five main publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability Stream:

The Service Lifecycle Stream focuses on ITIL® practices within the Service Lifecycle context.

The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.

The Service Capability Stream is for those who wish to obtain an in-depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution, and the use throughout the IT Service Lifecycle. The course prepares candidates for the ITIL®Capability : release, Control & Validation, certification.

## PARTICIPANTS

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Release, Control & Validation cluster of processes and functions.

## PRÉREQUIS

An ITIL® Foundation certificate is required and preferably two years work experience in an IT Service Management environment

## COMPÉTENCES DU FORMATEUR

Les experts qui ont conçu la formation et qui accompagnent les apprenants dans le cadre d'un tutorat sont des spécialistes des sujets traités. Ils ont été validés par nos équipes pédagogiques tant sur le plan des connaissances métiers que sur celui de la pédagogie, et ce pour chaque cours. Ils ont au minimum cinq à dix années d'expérience dans leur domaine et occupent ou ont occupé des postes à responsabilité en entreprise.

## MODALITÉS D'ÉVALUATION

Le formateur évalue la progression pédagogique du participant tout au long de la formation au moyen de QCM, mises en situation, travaux pratiques...

Le participant complète également un test de positionnement en amont et en aval pour valider les compétence acquises.

## MOYENS PÉDAGOGIQUES ET TECHNIQUES

Les moyens pédagogiques et les méthodes d'enseignement utilisés sont principalement : documentation et support de cours, exercices pratiques d'application et corrigés des exercices, études de cas ou présentation de cas réels. ORSYS fournit aux participants un questionnaire d'évaluation du cours qui est ensuite analysé par nos équipes pédagogiques. Une attestation de fin de formation est fournie si l'apprenant a bien suivi la totalité de la formation.

## MODALITÉS ET DÉLAIS D'ACCÈS

L'inscription doit être finalisée 24 heures avant le début de la formation.

## ACCESSIBILITÉ AUX PERSONNES HANDICAPÉES

Vous avez un besoin spécifique d'accessibilité ? Contactez Mme FOSSE, référente handicap, à l'adresse suivante [pshaccueil@orsys.fr](mailto:pshaccueil@orsys.fr) pour étudier au mieux votre demande et sa faisabilité.

## OBJECTIFS PÉDAGOGIQUES

À l'issue de la formation l'apprenant sera en mesure de :

Importance of service management as a practice concept and service.

Transition principles, purpose and objective.

Importance of ITIL®.

Release, control and validation while providing service.

How all processes in ITIL®.

RCV interact with other service lifecycle processes.

What are the processes, activities, methods and functions used in each of the ITIL® RCV processes.

How to use the ITIL® RCV processes, activities and functions to achieve operational excellence.

How to measure ITIL® RCV.

The importance of IT security and its contributions to RCV.

The technology and implementation considerations surrounding ITIL® RCV.

Change management as a capability to realize successful service transition.

RCV as a capability to ensure the integrity and the quality of service transition.

Service asset and configuration management as a capability to monitor the state of service transition.

Knowledge management as part of enhancing ongoing management decision support and service delivery capability.

Request fulfilment and change evaluation to ensure meeting committed service level performance.

RCV process roles and responsibilities.

## PÉDAGOGIE ET PRATIQUES

An interactive approach to provide valuable conceptual knowledge of international standards.

### EXAM

Lessons, exercises, courses notes and discussions based on international standards.

### CERTIFICATION

The purpose of the ITIL® 3/2011 Capability, Release, Control & Validation certification is to transmit, knowledge about industry practices in service management. This certification, is a stand-alone qualification, but is also part of the ITIL® Intermediate Capability flow and is one of the modules leading to the ITIL® Expert certificate in IT Service Management. An ITIL® Foundation certificate is required and preferably two years of work experience in an IT service management environment. The ITIL® 3/2011 Capability, Release, Control & Validation certification is recognized worldwide with permanent validity. Its passage lasts 1 hour 30 minutes and is made up of 8 questions. It takes place in English and with a closed book, the learner cannot refer to the resources of his choice during his passage. The score for passing the exam is 70%. If successful, a unique electronic certificate is issued and the candidate receives 4 points for the ITIL qualification scheme.

## LE PROGRAMME

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dernière mise à jour : 01/2022

### 1) Course introduction

- Release, control and validation.
- Service transition purpose.
- Scope, transition strategy.
- Lifecycle stages.
- Transition preparation.
- Planning and coordination.
- Transition support.
- ITIL® Certification scheme.

## 2) Change Management

- Introduction, purpose, objectives.
- Scope and value.
- Policies and planning.
- Types of RFC.
- Changes across the lifecycle.
- Change proposals.
- Process models and standard changes.
- Remediation planning.
- Activities.
- Impact and risk matrix.
- Priorities, scheduling.
- Authorize, build and test.
- Review and close.
- The CAB, emergency changes.
- Triggers, inputs, outputs, interfaces.
- Information management.
- CSF's and KPI's, challenges and risks.
- Manage change in SO.
- CSI and organizational change.

## 3) Service asset and configuration management

- Introduction, purpose, objectives.
- Scope and value.
- Policies and principles, basic concepts.
- The CMS, libraries, baselines and snapshots.
- Asset management, activities.
- Triggers, inputs, outputs, interfaces.
- Information management.
- CSF's and KPI's, challenges and risks.
- Service operation.

## 4) Service validation and testing

- Introduction, purpose, objectives.
- Scope and value.
- Policies, inputs from SD.
- Service quality and assurance.
- Test strategy and models.
- Validation conditions.
- Perspectives, levels of testing, activities.
- Triggers, inputs, outputs, interfaces.
- Information management.
- CSF's and KPI's, challenges and risks.

## 5) Release and deploy

- Introduction, purpose, objectives.
- Scope and value, policies, release unit.
- Approaches, release package, activities.
- Inputs, outputs, interfaces.
- Information management.
- CSF's and KPI's, challenges and risks.

## 6) Request fulfillment

- Introduction, purpose, objectives.
- Scope and value, policies & principles.
- Activities.

- Triggers, inputs, outputs, interfaces.
- Information management.
- CSF's and KPI's, challenges and risks.

#### 7) Change evaluation

- Introduction, purpose, objectives.
- Scope and value, policies & principles.
- Key terms, activities.
- Triggers, inputs, outputs, interfaces.
- Information management.
- CSF's and KPI's, challenges and risks.

#### 8) Knowledge management

- Introduction, purpose, objectives.
- Scope and value.
- DIKW structure, information management.
- Knowledge management.
- Strategy and knowledge transfer, The SKMS.
- Triggers, inputs, outputs, interfaces.
- CSF's and KPI's, challenges and risks.
- CSI.

#### 9) Roles and responsibilities

- Functions and service transition.
- Roles in ITIL®.
- Generic roles.
- Process roles.

#### 10) Technology and implementation considerations

- Generic toolset requirements.
- Knowledge management tools.
- Evaluation criteria.
- Service transition challenges, CSF's and risks.
- The CMS, service transition / operation.
- CSI and change / release management.
- CSI and knowledge management.
- Deming cycle / CSI model.

#### 11) Appendices

- Case study and exercises.
- Mock exams and rationale.
- Glossary and forms.

#### 12) Certification

- Certification exam.