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International Projects and Services Company Ltd.

# ITIL® 2011 RCV Course Factsheet

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& SERVICES CO. LTD. (IPSC)

## ITIL® Release, Control and Validation (RCV) (Intermediate Capability)

The ITIL Intermediate Qualification: Release, Control and Validation (RCV) Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

The ITIL Certificate in Release, Control and Validation is intended to enable you to apply the practices during the service management lifecycle and specifically in the following key ITIL process, role and function areas:

- Change management
- Service asset and configuration management
- Service validation and testing
- Release and deployment management
- Request fulfilment
- Change evaluation
- Knowledge management

### Course and Learning Objectives

You can expect to gain competencies in the following areas upon successful completion of the education and examination components related to this certification:

- The importance of service management as a practice concept and service transition principles, purpose and objective
- How all processes in ITIL release, control and validation interact with other service lifecycle processes
- How to use the ITIL release, control and validation processes, activities and functions to achieve operational excellence
- How to measure ITIL release, control and validation
- The importance of IT security and its contributions to ITIL release, control and validation
- The technology and implementation considerations surrounding ITIL release, control and validation
- Change management as a capability to realize successful service transition
- Service validation and testing 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 the on-going management decision support and service delivery capability
- Request fulfilment and change evaluation to ensure meeting committed service level performance
- Release, control and validation process roles and responsibilities
- Challenges, critical success factors and risks associated with ITIL release, control and validation

### Course Approach

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL v3 Intermediate Release, Control & Validation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The IPSC integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

### **Course Student Material**

Students will receive an ITIL 2011 Release, Control & Validation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

### **Certificate**

ITIL® 2011 Release, Control & Validation

### **Duration**

5 days

### **Course Delivery**

Classroom, Virtual Classroom or Self-paced E-learning

### **Languages**

English, Spanish, Arabic

### **About the Examination**

Multiple choice, scenario-based, gradient scored questions

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Delivery: Online or paper based

Exam Duration: 90 minutes

Open/Closed Book: Closed Book

### **Prerequisites and Eligibility for Examination**

To be eligible for the examination leading to the ITIL Release, Control and Validation Certificate, you must fulfil the following requirements:

- Undertake at least 30 contact hours with an Accredited Training Organisation (ATO) or an accredited e-learning solution
- Hold the ITIL Foundation Certificate in IT Service Management

### **Credits**

Upon successfully achieving the ITIL 2011 Release, Control & Validation certificate, students will earn 4 credits in the ITIL® qualification scheme.

Project Management Institute –Professional Development Units (PDUs) = 35

### **Target Audience**

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.