ITIL: Release, Control & Validation

Course Introduction — 3m

Course Introduction

Chapter 01 - Course Introduction — 13m

Lesson: Course Organization

Welcome to the Course!
Mentoring Community Introductions
Why Are You Here?
Using Bloom's Taxonomy
What do you Expect?
Housekeeping Online

Lesson: Course Conventions & Agenda

Conventions Used
Quizzes & Exercises
ITIL Qualification Scheme
ITIL Intermediate Exams
Getting Started with an Online Class
Chapter 01 Review

Chapter 02 - Release, Control & Validation — 38m

Lesson: Introduction to Release, Control & Validation

The Service Lifecycle & RCV
Managing Across the Lifecycle
Service Assets & Capability
RCV & Service Transition
RCV & Service Operation
RCV & The ST Model
Purpose, Goals & Objectives
Scope
Value to the Business

Lesson: Release, Control & Validation Principles

Setting the Stage
Principles
Governance
Management
Quality
Service Transition Interface
Challenges
Critical Success Factors
Risks
RCV Processes

Lesson: Release, Control & Validation Summary

Release, Control & Validation Summary
Checkpoint
Chapter 02 Review

Chapter 03 - RCV Processes 4hr 17m

Lesson: Change Management

Introduction to Change Management
Purpose, Goals & Objectives of Change Management
Scope of Change Management
Value of Change Management
Concepts of Change Management
Activities of Change Management
The Change Advisory Board (CAB)
Change Types
Change Model
Change Proposal
Change Flow
Create & Review Request for Change
Assess & Evaluate Request for Change
Authorize Change
Change Authorization Model
Coordinate Change
Review & Close Change
Standard Change
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Change Management Summary

Lesson: Service Asset & Configuration Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
SACM Management Policies
Configuration Management System
Definitive Media Library
Activities
Configuration Activity Model
Management & Planning
Logical Configuration Model
Configuration Identification
Configuration Control
Status Accounting & Reporting
Verification & Audit
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary

Lesson: Release & Deployment Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Release Package

Activities
Planning
Prepare Build, Test & Deployment
Build & Test
Test & Pilot Service
Service Testing
Deployment Activities
Plan & Prepare for Deployment
Transfer, Deploy & Retire
Verify Deployment
Early Life Support
Review & Close Deployment
Review & Close Service Transition
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary
Lesson: Service Validation & Testing
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Service Validation & Testing Policies
Service Quality Policy
Risk Policy
Service Transition Policy
Release Policy
Change Management Policy
Validation & Testing Process
Test Perspectives
Activities
Validation & Test Management
Test Levels & Test Models
Service Test Models
Plan & Design Test
Verify Test Plan & Acceptance
Prepare Test Environment
Perform Test
Evaluate Exit Criteria & Report
Clean Up & Close
Triggers, Input & Output
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary
Lesson: Request Fulfillment
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities of Request Fulfillment

Menu Selection
Financial Approval
Other Approval
Fulfillment
Closure
Triggers, Inputs & Outputs
Process Relationships
Information
Critical Success Factors
Challenges & Risks
Summary
Lesson: Change Evaluation
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Evaluation Point Scope
Activities
Service Evaluation Terms
Change Evaluation Process
Evaluation Plan
Understand Intended Effects of Change
Understand Unintended Effects of Change
Critical Success Factors
Evaluate Predicted Performance
Evaluate Actual Performance
Manage Risk
Evaluation Report
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors 2
Challenges & Risks
Summary
Lesson: Knowledge Management
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
DIKW Structure
SKMS Relationships
Activities
Knowledge Management Strategy
Knowledge Transfer
Data & Information Transfer
Service Knowledge Management System (SKMS)
Utilization of SKMS
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary
Lesson: RCV Processes Summary

RCV Process Summary
Checkpoint
Chapter 03 Review

Chapter 04 - Organizing & Technology 1hr 12m

Lesson: Organizing RCV
Introduction
Organizational Context
Service Transition Roles
Service Owner
Process Owner
Process Manager
Process Practitioner
Service Transition Manager
Planning & Support
Change Management Roles
Change Authority & CAB Roles
SACM Roles
Release & Deployment Roles
Release Packaging & Build
Deployment
Early Life Support
Build & Test Environment Management
Service Validation & Testing Roles
Change Evaluation Roles
Knowledge Management Roles
Relationships
Lesson: Release Control & Validation Technology
Technology Considerations
Service Management Tools
Tools
Knowledge Management Tools
Collaboration
Communities
Workflow Management
Configuration Management System
Improving Services & Processes
Lesson: Implementing RCV
Implementation Considerations
Implementation Steps
Establish High-Level Objectives
Assess Current Capabilities
Determine Measureable Targets
Implement Process Improvement
Implement Measurement Framework
Review & Improve
Key Implementation Activities
Process Integration
Cloud Environment & RCV
Managing Change
Project Management
Assessing & Managing Risk
Involvement in Design & Transition
Planning & Implementing Technology
Challenges, Risks & CSFs

Challenges
Risks
CSFs
Lesson: Organization & Technology Summary
Organization & Technology Summary
Checkpoint
Chapter 04 Review
Course Closure

Total Duration: 6hrs 23m