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ITIL

## **ITIL® Capability - Release, Control & Validation (RCV) Certification Training**

### **Course Overview**

Our 5-day instructor-led ITIL Release, Control & Validation (RCV) training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is targeted toward IT professionals in the field of Service Management. It covers:

- The purpose & objective of Service Management
- Change Management
- ITIL Release, Control & Validation processes, roles & functions
- Service Asset & Configuration Management
- Knowledge Management
- Performance assurance from the Requesting of Fulfillment & Evaluation
- This course will prepare you for the ITIL® RCV Certification exam.

### **Course Outline**

#### **Release, Control and Validation (RCV)**

- Processes. Objectives and Purpose
- Service Transition Scope within the RCV Processes
- Business Value
- Interaction with Additional Stages in the Lifecycle
- Developing Effective Strategies for Service Transition
- Key Initiatives
- Activity Planning and Coordination
- ST Process Support



## Managing Service Assets and Configuration

- Purpose, Objectives, Scope and Value
- Basic Concepts, Techniques, Inputs and Outputs for SACM
- Process Interfaces
- SACM Information Management
- CSFs and KPIs
- Challenges, Risks, Roles and Responsibilities
- SO Performed SACM Activities

## Managing Change

- Objectives and Scope of Change Management
- Business Value
- Basic Principles, Methods and Activities
- Process Interfaces
- Configuration Management System within a Change Management Process
- CSFs and KPIs
- Common Operational Activities
- Organizational and Stakeholder Change Management within CSI
- Challenges and Responsibilities

## Change Evaluation

- Purpose and Scope of Change Evaluation
- Business Value and Policies and Principles
- Key Terms
- Techniques and Activities
- Evaluation Report Contents
- Trigger, Inputs, and Outputs
- Process Interfaces
- Change Evaluation and Information Management
- CSFs and KPIs
- Challenges, Risks, Roles and Responsibilities

## Managing Release and Deployment

- Purpose, Objectives and Scope
- Business Value
- Policies, Techniques and Triggers



- Other Processes and Interfaces
- Release and Deployment Management Process Along with Information Management
- CSFs and KPIs
- Challenges and Responsibilities
- Activities for Managing Release and Deployment Performed by SO

## Service Testing and Validation

- Purpose, Objectives and Scope of the Processes for Service Validation and Testing
- The Business Value of Service Testing and Validation
- Basic Concepts and Techniques
- Inputs, Outputs and Triggers
- Process Interfaces
- Service Testing and Validation and Managing Information
- CSFs and KPIs
- Risks, Challenges and Responsibilities

## Request Fulfillment

- Purpose and Scope of Request Fulfillment
- Business Value, Policies and Principles
- Triggers and Process Interfaces
- Request Fulfillment for Information Management
- CSFs and KPIs
- Challenges and Responsibilities

## Managing Knowledge

- Scope, Objectives and Business Value
- Basic Policies, Concepts and Activities
- Triggers, Inputs and Outputs
- Process Interfaces
- Knowledge Management Process with Information Management
- CSFs and KPIs
- Risks and Challenges
- CSI and the Knowledge Management Process
- Typical Responsibilities



## Considerations for Technology and Implementation

- Basic Tech Requirements For Supporting Process Capabilities
- Managing Operational Change
- Project Management Approaches Used for SO
- SO Risk and Assessment Management
- SD and ST Operational Staff
- Tools for Knowledge Management
- Collaboration
- Configuration Management System
- Planning and Implementation Considerations for Service Management Tools

## Exam Information

You can use the ITIL Intermediate voucher for any ITIL Lifecycle or Capability exam.

### Details:

- Number of Questions: 8
- Passing Score: 70% (28/40)
- Duration: 90 minutes
- Format: multiple choice, scenario-based and gradient scored
- Delivery: Pearson VUE

### Objectives:

- Change Management
- Service Asset and Configuration Management
- Service Validation and Testing
- Release and Deployment Management
- Request Fulfillment
- Change Evaluation
- Knowledge Management
- Roles and Responsibilities
- Considerations for Technology and Implementation

Phoenix TS is an authorized testing center for Pearson VUE and Prometric exams. To register for exams visit the Pearson VUE or Prometric websites or call us at **(240) 667-7757**.

## ITIL RCV Certification Training FAQs

### What are the prerequisites for this training?



# PhoenixTS

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Students should have the ITIL® Foundation Qualification and two to four years of work experience in IT service management.

## Who should attend this training?

Security Managers, IT Operations Managers, Security Administrators, and Database Administrators



### Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

## Included in this **ITIL® Capability - Release, Control & Validation (RCV) Certification Training**

- 5 days instructor-led training
- ITIL® Capability - Release, Control & Validation (RCV) Certification Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class\*
- Tea, coffee and soda available throughout the day\*
- Freshly baked cookies every afternoon\*