

HP Education Services Course Description

ITIL V3 Release, Control and Validation (HF429)



This 5-day course explains the terminology, processes, roles, functions and activities relating to the Service Transition phase of the IT Service Management Lifecycle, based on Version 3 of the IT Infrastructure Library (ITIL). It is one of four “Service Capability” Modules, which are role-based. They offer participants a balanced knowledge of ITIL best practices. The Service Capability series will be of interest to participants who wish to be certified in a deep-level of understanding of ITIL V3 with the primary focus on the process activities and execution throughout the Service Lifecycle.

Audience

IT professionals who require a deep understanding of Release, Control and Validation processes and how they may be used to enhance the quality of IT service support within an organization.

Operational staff involved in the activities of the following processes and/or functions: Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management,

Prerequisites

Demonstrate between 2 and 4 years of professional experience in the ITSM market place.

Hold one or more of the following certificates:

Course title: ITIL V3 Release, Control and Validation

HP product number: HF429

Category/Subcategory: ITIL/ITSM

Course length: 5 days

Level: Intermediate

Delivery language: English

To order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

- ITIL® V3 Foundation Certificate in IT Service Management
- ITIL® V2 - V3 Foundation Bridge Certificate

It is assumed that participants will have read the following ITIL Service Management Practices core lifecycle publications:

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

Examination candidates should be aware that at least 12 hours of personal study are required.

Course objective

Upon successful completion of this course participants will understand:

- The importance of the concept of Service Management as a Practice.
- The activities, methods and functions used in each of the ITIL Release, Control and Validation processes as well as the process roles and responsibilities.
- How to use Knowledge Management to enhance ongoing decision support and service delivery capability
- The importance of the Release, Control and Validation capabilities in realizing successful service transition.
- How the ITIL Release, Control and Validation processes interacts with other Lifecycle processes
- Continual Service Improvement as a consequence of the ITIL Release, Control and Validation processes and functions
- The technology and implementation considerations, as well as the challenges, critical success factors and risks surrounding ITIL Release, Control and Validation.

Participants will also gain the knowledge necessary to prepare for the "ITIL Certificate in Release, Control and Validation" examination from EXIN, ISEB or APM Group. This certificate is worth 4 credits in the ITIL Version 3 Qualification Scheme.

Benefits to you

- Gain a deep understanding of the Release, Control and Validation processes and how to improve them in your organization
- Understand the different ways in which process activities can be organized
- Understand how the Release, Control and Validation processes can contribute to improved service transition

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Next steps

Other modular courses covering ITSM Lifecycle stream or Capability stream leading to the ITIL Expert Qualification

Detailed course outline

Brief Refresher on IT Service Management

Principles

Processes

- Change management
- Request Fulfilment
- Service Asset and Configuration Management
- Service validation and testing
- Release and Deployment Management
- Service Evaluation
- Knowledge Management

Roles and Responsibilities

Technology and Implementation Considerations

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