

## **Detailed Content of the ITIL® Release, Control and Validation (RCV) course**

The course will cover the following topics:

### **Introduction**

- Introduction to the ITIL Release, Control and Validation course
- Introduction to IT Service Management
- Introduction to the Release, Control and Validation phase

### **Change management**

- Introduction to change management
- Processes of change management
- Initiators, input and output of change management
- Risks and challenges of change management

### **Service asset and configuration management**

- Introduction to service asset and configuration management
- Processes of service asset and configuration management
- Initiators, input and output of service asset and configuration management
- Risks and challenges of service asset and configuration management

### **Service validation and testing management**

- Introduction to service validation and testing management
- Processes of service validation and testing management
- Initiators, input and output of service validation and testing management
- Risks and challenges of service validation and testing management

### **Release and deployment management**

- Introduction to release and deployment management
- Processes of release and deployment management
- Initiators, input and output of release and deployment management
- Risks and challenges of release and deployment management

### **Request fulfilment**

- Introduction to request fulfilment
- Processes of request fulfilment
- Initiators, input and output of request fulfilment
- Risks and challenges of request fulfilment

### **Roles and responsibilities**

### **Technologies**

### **Executions**

### **Exam preparation**

- Rules, information and best practice to pass the exam



- Mock exam (2 mock exams are provided, of which one is in English)

#### Exam

- Execution of the ITIL Release, Control and Validation exam

For further information on this course, please visit our site by clicking on the following link:

<http://www.innovativelearning.it/index.php/en/it-service-management-en/itil-2/itilintermediatemenu-en/itil-service-capability-en/release-control-and-validationmenuitem-it>