



COMPLIANCE PROCESS PARTNERS

Laying the Groundwork for IT Compliance and Service Excellence

**ITIL Intermediate Certification Series -
Release, Control & Validation (RCV) Capability Course**

CPP's Accredited IT Infrastructure Library (ITIL) Intermediate Certification Courses offer a more detailed understanding of the ITIL Version 3 process areas which in turn helps you be more effective within your organization. Intermediate course attendees are typically more apt to lead their organization to become more effective, develop better controls to better and enhance the ongoing continuous improvement of these processes or overall support of services.

Course Title: Release, Control & Validation (RCV) ITIL Intermediate Certification

Duration: 4.5 days

Target Audience: IT Professionals involved in the Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management.

Prerequisites: ITIL Version 3 Foundation Certification

Course Concepts and Disciplines covered:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation management
- Change Management as a capability to realize successful service transition
- Service Validation and Testing as a capability to assure 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
- Service Evaluation
- Service request fulfillment and evaluation to assure meeting committed service level performance
- Common Service Operation activities for supporting the service management Lifecycle
- Release Control and Validation process roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks

For more information contact: sales@cppit.com

Compliance Process Partners LLC · Westford, MA 01886
(888) 718-1708
www.cppit.com