



Inspiring growth and improvement

**ITIL<sup>®</sup>**  
**Release, Control &**  
**Validation (RCV)**

Accredited by PEOPLECERT and AXELOS

[www.businessbeam.com](http://www.businessbeam.com)



## Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 5 days

2 practice examinations

Excellent first attempt pass ratio

**Gain deeper level of understanding of ITIL  
processes and roles related to IT service  
transition, and learn how they are  
implemented and how they interact**



## Introduction

The ITIL® Intermediate Qualification: Release, Control and Validation (RCV) Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The ITIL® RCV is intended to enable the holders of the certificate to apply the practices during the service management lifecycle and specifically in the key ITIL® process, role and function areas including change management, service asset and configuration management, service validation and testing, release and deployment management, request fulfillment, change evaluation, and knowledge management. The contents will be covered in a practical, hands-on learning environment through the use of our quality course material and engaging scenario-based case studies.

## Learning Objectives

Candidates should expect to gain competencies in the following areas after successful completion of the training course:

- Service transition in RCV and lifecycle context
- Processes across the service lifecycle pertaining to the practice elements within RCV
- Processes, activities, methods and functions used in each of RCV
- Change management, Service validation and testing, Service asset and configuration management, Knowledge management, Request fulfillment and change evaluation to ensure meeting committed service level performance
- Planning, protection and optimization roles & responsibilities
- Technology and implementation considerations.

## Contents

- **Introduction and Overview**
  - ▶ Common definitions
  - ▶ The purpose, objectives and scope of service transition lifecycle phase
  - ▶ The RCV processes in relation to service transition
  - ▶ Activities related to overall transition planning and ongoing support
  - ▶ Key roles and responsibilities
- **Processes: Benefits, value to business, process flows, design strategy & components, organizational structure policies, activities and operation, metrics and KPIs, risks and challenges, interfaces with other processes, and roles and responsibilities related to following process will be discussed in details:**
  - ▶ Change Management
  - ▶ Service Asset and Configuration Management
  - ▶ Service Validation and Testing
  - ▶ Release and Deployment Management
  - ▶ Request Fulfillment
  - ▶ Change Evaluation
  - ▶ Knowledge Management
- **Technology & Implementation Considerations**
  - ▶ Generic requirements and evaluation criteria
  - ▶ Determining the evaluation criteria for technology and process implementation
  - ▶ How to plan and implement service management tools
  - ▶ Challenges, critical success factors and risks
  - ▶ Considerations for planning and implementing Service Management technologies



## Recommended Participants

Following participants are recommended to attend this training:

- IT professionals
- Business & process owners
- Individuals who require a deep understanding of the ITIL® Certificate in the RCV
- IT professionals working for adoption of ITIL® for ongoing service improvement
- Operational staff involved in service change, release and testing
- Individuals seeking the ITIL® Expert or Master Certificate

## Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management. Candidates who hold the following ITIL® qualifications are also eligible, and similar evidence will be required:

- Earlier ITIL® (V2) Foundation plus Foundation Bridge
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

## Materials Provided

- Course reference manual containing printed copies of presentation, notes and exercises
- Practice examination papers
- Course certificate
- ITIL® RCV Certificate on passing the examination

## ITIL® Credits Assigned

After passing the examination, candidates will earn four (4) credits within the ITIL® Certification Scheme.

## Course Format

The course uses a stimulating mix of instructions, workshops, quizzes, discussions and a practice-exam.

## Duration

4 full days

## Practice Exam

Two practice examinations are part of this course. The practice exams aim to help participants in passing the certification exam.

## Certification Exam

A 90-minute exam is scheduled on the last day of the course, consisting of eight (8) multiple choice, scenario-based, gradient scored questions. Candidates will be also be given a sample exam to prepare themselves. Candidates must achieve 70% marks (28 out of 40) to receive their certificate.



## About Business Beam

Business Beam is a top of the line digital transformation consultancy firm known for its world-class skills and capabilities to deliver value driven services and solutions. We help organizations to resolve their issues related to governance, operations, quality, services, projects, enterprise architecture, information security, business continuity, human resources, risk and internal audit.

Established in 2004 as a performance improvement firm with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions including USA, Saudi Arabia, UAE, Oman, Bangladesh, Hong Kong and Pakistan. During the years in operations, we have successfully delivered hundreds of consulting assignments and training courses. Thousands of professionals and executives from different organizations and nationalities have attended them.

Business Beam is CMMI Institute Partner, AXELOS Certified Partner, LearningCert Training Affiliate and itSMF member firm.

## Contact Us

To find out more about how  
Business Beam can help you meet  
your growth objectives, visit  
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