

Curso ITILRCV - ITIL Capability: Release, Control And Validation (RCV)

30,00 Horas

Introdução

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® 2011 edition qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The ITIL® RCV (Release, Control and Validation) course is part of the ITIL® 2011 edition Intermediate Capability certification stream. The course prepares candidates to take the ITIL® Release, Control and Validation Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace

Público-alvo

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Release, Control and Validation cluster of processes and functions

Quando completar o curso

Upon successfully achieving the ITIL® Release, Control and Validation certificate, students will earn 4 credits in the ITIL® qualification scheme. Project Management Institute –Professional Development Units (PDUs) = 35

Pré-requisitos

An ITIL® Foundation certificate and preferably two years work experience in an IT Service Management environment

Exames

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Duration: 90 minutes

Conteúdo em detalhe

At the end of this course, you will learn:

The concept of Service Management as a practice

The purpose, goal and objectives of the Change Management Process

The purpose of the SACM process and the goal of Configuration Management

The use of a Configuration Management System (CMS), and its major components, in supporting the effective execution of SACM process

The purpose, goal, objectives and scope of the RDM process

The purpose, goal and objectives of the SVT process

The purpose, goal, objectives and scope of the KM process

The purpose, goal, objectives and scope of the Service Evaluation process

The purpose and scope of the Request Fulfillment process