

Practitioner: Release and Control

Course Summary

Description

The course builds on the general principles covered as part of the ITIL Service Management Essentials course. This enables the organization to introduce Configuration, Change and Release Management processes as an integral part of its overall business-focussed Services Framework. To provide students with practical guidance on the design and implementation of an integrated end-to-end Configuration Management, Change Management and Release Management process based on proven industry best practice guidelines. This course prepares students for the EXIN practitioner examination in Release and Control.

Topics

- Introduction to Service Management with an emphasis on how the three core processes interface between each other and how they interface to other Service Management processes
- Introduction to Configuration Management outlining the need, scope, basic concepts and terminology of Configuration Management
- The four stages of Configuration Management: identification, control, status accounting and verification
- Implementation and Maintenance of the Configuration Management Database (CMDB)
- Introduction to Change Management outlining the need, the scope, the basic concepts and terminology of Change Management
- The normal and urgent change process lifecycle, including prioritisation, impact assessment and resource assessment
- The role of the Change Advisory Board
- Introduction to Release Management outlining the need, scope, basic concepts and terminology of Release Management
- Setting up a definitive software library
- Releasing and implementing new hardware and software components
- Using a CMDB to manage the incident, problem, change lifecycle

Audience

The course is suitable for anyone involved in the Configuration, Change and Release Management processes and offers a natural career development path for practitioner staff who already holds the ISEB/EXIN Foundation Certificate.

Prerequisites

The course forms part of the EXIN Practitioner qualification program. The qualification is based on a combination of in-course assessment and a multiple-choice examination. Typically, the examination is taken at the end of the course. Successful delegates will be awarded the EXIN Practitioner Certificate in IT Service Management Release and Control.

Duration

Five days