Gain the foundational knowledge and skills to implement, optimize, and manage IT processes and best practices in this ITIL Service Capability training course. This five-day course will provide the foundational knowledge needed to pass the ITIL Release, Control and Validation certification exam, and four credits towards your ITIL Expert certification.

Skills Gained

- Prepare for and pass the ITIL Release, Control and Validation (RCV) exam
- Plan key activities for the RCV processes in the context of the service lifecycle
- Attain operational excellence by using RCV activities and functions
- Apply key metrics to evaluate RCV success
- Recognize the details that comprise each RCV process

Prerequisites

Requirements

- Must hold the ITIL Foundation Certificate (see Course 1197, Achieving ITIL® Foundation Certification)

Recommended Experience

- Basic IT literacy and around two years of IT experience

Course Preparation

- Before your event, you will be sent a Pre-Course Study Guide and the Release, Control and Validation ITIL Intermediate Capability Handbook, which you should read as part of the 12 hours of personal study

Exam Information

- The ITIL Release, Control and Validation exam can be taken on the last day of the course (in-class), or any time after the course is completed via an online proctored exam with PeopleCert.
- Achieving the ITIL Intermediate Qualification: Release, Control and Validation certificate provides four credits toward your ITIL Expert certification

All-Inclusive — ITIL Exam Success Package, After-Course Coaching, Exam Fee

- Learning Tree is with you from the beginning of your planning until you pass your certification exams with Unlimited FREE Exam and Course retakes for a year, plus coaching with your instructor to help you prepare for your exam or answer real-world ITIL implementation challenges. In fact, successful ITIL implementation often relies on key internal sponsors to ensure the required culture change occurs after ITIL training, so your instructor can help identify important next steps.
- ITIL course attendees that would like to retake their ITIL course or exam must do so within 12 months of the original course date and will not be charged for their retake. If an attendee fails an exam and then two retakes, the attendee must re-attend
the course before taking the exam again.