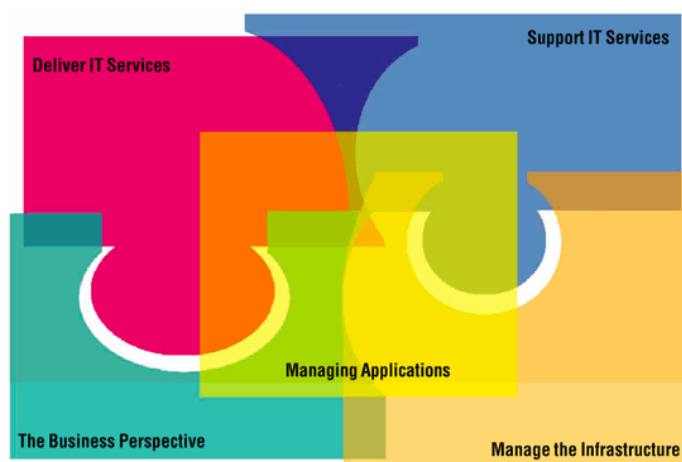


Course Programme



ITIL Practitioner Release & Control

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Introduction

General

This Program informs you about the contents of the ITIL Training Practitioner Release & Control. Apart from a description of its content you will find the daily schedule and the business case we will use for the assignments.

Target group

The Practitioner's Certificate in IT Service Management is intended for those in an IT organisation responsible for the activities that are part of the involved ITIL Service Management processes. The practitioner has to be able to manage, organise and optimise these processes.

Prerequisite knowledge, skills and practical experience

Before attending to this course you must meet the entrance requirements. This is the only way we can guarantee the training will prepare you properly for the exam. The requirements are:

- Foundation Certificate in IT Service Management
- Practical experience in the field of the involved ITIL Service Management processes.

Part of the acceptance procedure of this course is an investigation if you can meet these requirements.

Course duration

- 40 hours of training, 40% theory and 60% assignments
 - 20 hours of study of the Release and Control theory
- (Depending upon previous familiarity and experience.)

Training Groups

The training will take place in groups of 6 to 16 participants. This will stimulate the groups dynamics, necessary for the assignments.

Please read the case before you attend to the course. This will make it easier for you to successfully participate in the assignments.

Exam requirements

EXAM ITIL Practitioner Release and Control Practitioner Certificate in IT Service Management Release and Control

Publication date 17-01-2005

Start date 01-12-2004

Target group

The ITIL Practitioner Release and Control is intended for professionals who will participate in managing, organizing and optimising the operations of the Release and Control processes in an IT Service Organization which has implemented, or started to implement, ITIL based Release and Control processes.

The target group consists of operational staff and managers wishing to extend their skills in planning, monitoring, reporting and optimising, related to the processes of Change, Release and Configuration Management.

Prerequisite knowledge and skills

- The ITIL Foundation Certificate
- Before taking the Practitioner examination the candidate must have attended accredited training and successfully completed the practical assignments.

Exam requirements

1. Managing the Change, Release and Configuration Management processes
2. Organizing the Change, Release and Configuration Management processes
3. Optimising the Change, Release and Configuration Management processes

Estimated study load

40 hours of training, 40% theory and 60% assignments

20 hours of private study of the Release and Control literature

(Depending upon previous familiarity and experience.)

Specific exam requirements

1. Managing

- The candidate can plan the key activities in the Change Management, Release Management and Configuration Management processes.
- The candidate can plan the exchange of appropriate information relevant to managing of the Release and Control processes.
- The candidate can initiate actions to ensure the key activities in the Release and Control processes meet the objectives set.
- The candidate can report on the effectiveness and efficiency of the activities in the Release and Control processes.

2. Organizing

- The candidate can organize the exchange of appropriate information with other processes.
- The candidate can provide Change, Release and Configuration Management information to other IT Service Management processes, users and suppliers.
- The candidate can maintain the procedures of the Release and Control processes.
- The candidate can maintain the baselines of configurations and status information of Configuration Items.
- The candidate can provide instructions for designing, building and configuring releases.
- The candidate can advise on the back-out and test plans for changes and releases.
- The candidate can plan the implementation of releases.
- The candidate can monitor the logistics (storage, transport, deployment and/or delivery, implementation) for releases (whether purchased or developed internally).
- The candidate can coordinate and monitor changes (including preparing and taking part in Change Advisory Board meetings).

3. Optimising

- The candidate can monitor and optimise the Release and Control processes.
- The candidate can propose improvements, based on results of monitoring and/or reviews.
- The candidate can plan and conduct change, release and configuration audits.

Glossary of Terms

In this section you will find the concepts that can be applied in the examination, listed by examination requirement.

Note that questions based on one of the examination requirements may also use terms listed under the heading for other requirements.

1. Managing the Release & Control Processes

1.1 Plan key activities

- IT Infrastructure
- Configuration Item
- Change
- Release
- Configuration Management Plan
- Change Management Plan
- Release Management Plan
- Request for Change (RFC)
- Change Advisory Board (CAB)
- Urgent Change
- Impact
- Resource
- Schedule
- Issue
- Build
- Test
- Implement
- Post Implementation Review
- Release planning
- Release configuration
- Release acceptance
- Roll-out planning
- Distribution
- Installation
- Configuration identification
- Configuration control
- Configuration status accounting
- Configuration verification
- Configuration audit
- Configuration baseline
- Configuration Management Database (CMDB)
- Definitive Software Library (DSL)
- Definitive Hardware Store (DHS)

1.2 Exchange information between processes

- Central function for Configuration, Change and Release Management

1.3 Initiate actions to meet objectives

- Plan, Do, Check, Act

1.4 Report on effectiveness and efficiency

- Key Performance Indicators (KPI)

2. Organizing the Release & Control Processes

2.1 Organize exchange of information

- Benefit

2.2 Provide Release and Control information

- User
- Supplier
- Forward Schedule of Changes (FSC)
- Projected Service Availability (PSA)

2.3 Maintain Release and Control procedures

- Daily work activity
- Initial capture of data
- Back-up
- Archive
- Housekeeping (of the CMDB)
- Registration of CIs
- Write-off (of a CI)
- Naming convention
- Attribute
- Relationship
- License
- Change Model
- Coding system
- Classification (of RFCs)
- Release identification

2.4 Maintain baselines and status information of CIs

- Baseline identification

2.5 Provide instructions for designing, building and configuring releases

- Operating documentation
- Support documentation

2.6 Advise on back-out and test plans

- Training plan

2.7 Plan implementation of releases

- Release unit
- Full release
- Delta release
- Package release
- Big Bang roll-out
- Phased roll-out

2.8 Monitor the logistics for releases

- Purchase or develop internally
- Storage
- Transport
- Delivery

2.9 Coordinate and monitor changes

- Business impact
- Technical impact
- Authorizing (approving)
- Prioritising changes
- Close the change record

3. Optimising the Release & Control Processes

3.1 Monitor and optimise Release and Control processes

- Configuration Management tools
- Change Management tools
- Release Management tools

3.2 Propose improvements

- Audit

3.3 Plan and conduct audits and reviews

- Working instruction
- Review meeting

To avoid repetition, terms have usually been listed under the first examination specification where they are used.

Abbreviations that are used in the ITIL Service Support book that could also be used in examination questions have been placed in brackets.

All terms in the glossary of terms in the ITIL Foundation service document may be used in questions for the Practitioner Release and Control examinations. Those which specifically belong to the domain of the Configuration management, Change Management or Release Management processes have been included in the list above, even if they also appear in the Foundation glossary.

Some terms in the above list are simply used in the ITIL Service Support book and are not defined. The candidate should recognize these terms and know how they are used. The candidate will not be asked for a precise definition.

Literature

Service Support, (Especially Chapter 2, 7, 8, 9, and Appendix D)
Norwich/London: OGC/TSO, 2000
ISBN 0113300158

The exam

Referral to literature and notes is not permitted

Course Programme

ITIL Practitioner Release and Control

Course Program 5 day classroom

Course hours 08:30h – 17:00h

Day – 1

- 08:30 Introduction trainer & participants + review Foundation knowledge (headlines of the processes using the presentation “Service Management process flow”) Short explanation ITIL training possibilities
- 10:30 Sheets exam specifications Practitioner R&C
- 11:00 Theory regarding the importance of the combination of Configuration Management, Change Management and Release Management
- 12:15 Lunch
- 13:00 Introduction practical assignment and reading the case study “The Flex Travel Company Ltd (FTC)”
- 13:30 Practical assignment based on the case study “The Flex Travel Company Ltd (FTC)” regarding importance of combining the three processes (Practical Assignment 5 communication of the Practitioner role in the organization)
- 16:00 Presentation results and feedback
- 17:00 Closure

Day -2

- 08:30 Summary and Evaluation day-1
- 09:30 Theory Configuration Management
- 11:30 Practical assignment based on the case study “The Flex Travel Company Ltd (FTC)” regarding Configuration Management (Practical Assignment 4 review of the CMDB and improvement of procedures)
- 12:30 Lunch
- 13:15 Continuation practical assignment based on the case study “The Flex Travel Company Ltd (FTC)” regarding Configuration Management (Practical Assignment 4 review of the CMDB and improvement of procedures)
- 13:45 Presentation results assignment 4
- 14:45 Feedback + evaluation assignment results
- 15:15 Assignment 2, Debate on Change Mgt propositions
- 17:00 Closure

Day-3

- 08:30 Summary and Evaluation on day-2
- 09:15 Feedback on assignment 2
- 10:15 Theory Change Management
- 12:15 Lunch
- 13:00 Relation R&C processes to the other Service Management processes
- 13:30 Practical assignment based on the case study “The Flex Travel Company Ltd (FTC)” regarding Change Management (Practical Assignment 1 Change Mgt activities)
- 15:00 Presentation assignment results and feedback
- 16:00 Implement Service Management processes, theory
- 17:00 Closure

Day-4

- 08:30 Summary and Evaluation on day-3
- 09:30 Theory Release Management
- 12:00 Lunch
- 12:45 Practical assignment based on the case study “The Flex Travel Company Ltd (FTC)” regarding Release Management (Practical Assignment 3 planning of a Release)
- 14:30 Presentations assignment results and feedback
- 15:30 Sample exam 1 + discussion exam answer key
- 17.00 Closure

Day-5

- 08:30 Summary and Evaluation on day-4
- 09:15 Theory about the advantages of a combined approach of the processes
- 10:15 Classroom session practical assignment reporting on the results of the training course (Practical Assignment 6 report for the track assessment)
- 12:00 Lunch
- 12:45 Feedback on assignment
- 13:15 Evaluation forms and assessments
- 14.15 Sample exam 2
- 15:30 Discussion exam answer key + exam tips & tricks
- 16:30 Evaluation training course
- 17:00 Closure
