

# ITIL® Intermediate: Release, Control and Validation

## RCV Practices in Support of the Service Management Lifecycle

RCV encompasses the process activities necessary to bring new or changed services into operational use. This course will provide you with a good understanding of how to apply RCV practices in support of the service management lifecycle.

<b>Delivery:</b>	e-Learning	<b>Mock Exam:</b>	Included in Course (x2)
<b>Certificate:</b>	Examination (included)	<b>Duration:</b>	31 hours and 30 minutes, self-paced
<b>Accredited By:</b>	PeopleCert	<b>Language:</b>	English

### Course Overview

The ITIL Release, Control and Validation qualification is one of four ITIL Service Capability Courses and will provide you with guidance that focuses on the practical application of RCV practices in order to enable change, service asset and configuration, release and deployment and knowledge management, request fulfilment and service validation and testing.

There are 2 objectives of this course. The first is to gain an introductory overview of the Service management lifecycle, its key processes, roles etc. You also want to pass the exam! It is the aim of the course to satisfy both.

### Who Should Take This Course?

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Release, Control and Validation at management level. It will also benefit but is not restricted to Release Manager, Security Administrators, IT Operations Managers, Database Administrators and Security Managers who wish to understand how to apply RCV practices in support of the service management lifecycle.

### Examination

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

### Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL® Release, Control and Validation Certificate in IT Service Management.

