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Information Technology

ITIL Release Control & Validation

Course Introduction

This training course is designed to provide participants with the general principles covered as part of the ITIL® Foundation course. This course focuses on topics such as Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management as integral parts of overall business-focused Services Framework.

Target Audience

- Cloud Computing Engineer
- Computer Network Specialist
- Computer Support Specialist
- Database Administrator
- Information Technology Analyst
- Information Technology Leadership
- Information Security Specialist
- Software/Application Developer
- Web Developer
- Technology sales consultant

Learning Objectives

- Gain a comprehensive understanding of the ITIL terminology, process structure, roles, functions and activities that will enable role focused capability and competency in support of the Service Lifecycle approach as described in ITIL.
- Design and implement integrated end-to-end processes based on proven industry best practice guidelines.
- Prepare for the ITIL® Capability examination in Release, Control & Validation.

Course Outline

- **Day 01**

  Service Management as a Practice.

  - Processes across the Service Lifecycle pertaining to the capability of Release, Control and Validation management.
  - Change management as a capability to realise successful service transition.
- **Day 02**

  Service validation and testing as a capability to assure the integrity and the quality of service transition.

  - Service asset and configuration management as a capability to monitor the state of service transition.
  - Knowledge management as part of enhancing the on-going management decision support and service delivery capability.
- **Day 03**

  Service request fulfilment and evaluation to assure meeting committed service level performance.

  - Common Service Operation activities related to Release, Control and Validation processes.
  - Organizing for Service Operation which describe functions to be performed within Release, Control and Validation processes.

- **Day 04**

  Release Control and Validation process roles and responsibilities.

    ◦ Technology and Implementation Considerations.
- **Day 05**

  Challenges, Critical Success Factors and risks.

  CSI as a consequence of effective Release, Control and Validation processes.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 16, 2025	June 20, 2025	5 days	4250.00 $	UAE - Dubai
Sept. 8, 2025	Sept. 12, 2025	5 days	4950.00 $	Spain - Barcelona
Dec. 15, 2025	Dec. 19, 2025	5 days	4250.00 $	UAE - Abu Dhabi