

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/72726](http://www.amanet.org/72726)

# ITIL® Service Capability: Release, Control, and Validation

**Learn how to achieve operational excellence through ITIL Release, Control, and Validation processes, activities, and functions.**

In this course, you will examine the practical aspects of the ITIL service lifecycle and processes associated with the release, control, and validation (RCV) of services and service delivery. You will focus primarily on the operational-level process activities and their corresponding supporting methods. In a sensible, experiential learning environment you will learn the core disciplines of ITIL best practices. After the course you will be in an excellent position to successfully complete the associated exam. The exam will be offered on the last day of the course.

The main process focus areas of this course include:

- Service asset and configuration management (SACM)
- Change management
- Change evaluation
- Release and deployment management
- Service validation and testing
- Request fulfillment
- Knowledge management

**Please note:** The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

## What You Will Cover

- Importance of service management as a practice concept and service transition principles, purpose, and objective
- Importance of ITIL RCV while providing service
- How all processes in ITIL RCV interact with other service lifecycle processes
- Activities, methods, and functions used in each of the ITIL RCV processes
- How to use the ITIL RCV processes, activities, and functions to achieve operational excellence
- Measure ITIL RCV
- Importance of IT security and its contributions to ITIL RCV
- Technology and implementation considerations surrounding ITIL RCV

- Challenges, key performance indicators (KPIs), critical success factors (CSFs), and risks associated with ITIL RCV

## Who Should Attend

IT operations, technical, or IT management personnel requiring more information about ITIL best practices or anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

## Special Feature

### Prerequisites:

- ITIL Foundation Certification (see seminar #72975)
- Two to four years of relevant work experience
- To prepare for the end-of-class exam, it is recommended that you review the ITIL Service Strategy (ISBN 10: 0113310455), Service Design (ISBN 10: 0113310471), and Service Transition (ISBN 10: 0113310487) and complete at least 12 hours of personal study

## Schedule

- [5] days - \$3,295 Non Members
- [5] days - \$3,295 AMA Members
- [5] days - \$3,295 GSA

## Credits

30 PDU

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