

2012

ITIL® Release Control & Validation (RCV) Video Training Guide



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Document Information

► Texts with this treatment are Alerts, and indicate important concepts.

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ITIL® eTrainer

Mentored Learning Video Training Program

Although this online, web-based course is available to you 24 hours a day, 7 days a week over the span of your license, you must exercise the same diligence and discipline as though you were sitting in a classroom program. The following training plan was designed to help you complete the video, reading and testing components of this ITIL certification program in an orderly fashion.

Step #1 - Locate the Important Documents Included within your Video Training Program

Please make note of four very important printable documents that are included with your course. If you have difficulty with the printing options please reach out to support@itsmsolutions.com for assistance.

- **Student Manual & Study Guide** – Chapter 1's table of contents of contains a copy of the student manual. The manual includes the instructor slides with amplifying information for each slide, the course syllabus, a glossary along with other support documents. Each video module also includes a student **Study Guide** which can be used to take notes throughout the training program.
- **Syllabus** – The syllabus for each class is located at the back of the student manual.
- **Checkpoint Booklet** – The checkpoint guide provides two very different types of study aids to the student. The multiple-choice quiz helps instill the terminology and knowledge of the subject area while the scenario based exercises help expand the knowledge gained to fit the context of the overall business environment.
- **Sample Exams** – The last section of each course contains sample exams provided by the official accreditor for those students looking to sit the actual certification exam.

Step #2 - Purchase and read a copy of the ITIL Core Book associated with the classes you are taking

Although not mandatory to sit for the exam, the accreditor strongly recommends that students purchase and read a copy of the ITIL Core book associated with the class being purchased. The reading of the ITIL book will help students prepare for the exam in addition to helping them understand how to apply what they just learned in a real-world environment, ITIL core books can be purchased from our book store @ <http://www.itgovernanceusa.com/category/291.aspx> or at amazon.com

Step #3 - Join our Online Mentoring Community & Sign Up for our Continuing Education Newsletter

The first step in establishing a connection to the mentoring community is to become a member of the LinkedIn Group “My ITSM Mentoring Community.” You can do this by going online to the professional networking community www.Linkedin.com, registering as a member (if you are not already a member), and joining the group [My ITSM Mentoring Community™](#). You may go directly to the group by clicking on the “Mentoring Community” link just below the “Login” link on the opening page of the online Learning course.

Once you are a member you can post your questions on the discussion board. The discussion board is monitored daily (9 AM to 9PM Eastern Time) by our team of ITIL Expert Mentors along with other students taking the online training programs. This forum will enable you to get answers to any questions you might have as you go through the program you purchased.

Students should also [register](#) to receive our periodic Do IT Yourself (DITY) continuing education newsletter. Each newsletter provides practical guidance on the key topics associated with ITIL and ITSM. Missed an issue? The DITY™ archive contains all issues organized by topic. Select a topic of interest and browse our archive for all the back-issues.

Step #4 - Follow the Video Training Plan Listed Below

The training plan below outlines in order the reading, lectures and testing components a student must complete to successfully prepare for the exam. Please refer to them in the order shown below.

If you are attending a scheduled **classroom or blended learning program**, please follow the schedule outlined by your training provider. If you are taking a **remote program**, feel free to set up a training schedule that aligns best with personal and professional schedules.

1. Read the Syllabus Sections Identified in the Video Training Plan
This will help you become familiar with the exam qualification scheme
2. Read the Core Publication Sections Identified in the Video Training Plan
While reading the core books is not mandatory to sit for the exam, the syllabus strongly recommends it as part of it's prerequisite entry criteria
3. Watch the Video Lectures and Reach out to the Community with Questions
Watch the instructor lectures on video, refer to the student manual for amplifying information, reach out to the community with questions, take notes in the workbook & complete all module exams & checkpoints until you score an 80% or higher
4. Take the Sample Exams to Understand your Exam Readiness
Review relevant videos & courseware to shore up problem areas. Reach out to the mentoring community for exam taking advice. Work with the training provider to schedule your exam when you have scored an 80% or higher on the sample exams

ITIL® Release Control & Validation (RCV) Video Training Guide

For each section listed, read the syllabus first followed by the core book section then the video training program

Self-Paced Training Schedule (set by the student)	Chapter/Lesson/Topic	Read the Syllabus	Read the ST, SO & SD core ITIL book sections listed below (optional but highly recommended)	Watch Videos	Section Complete √
				Take Notes in Workbook	
				Refer to Courseware for Amplifying Text	
				Complete End of Chapter Quizzes and Checkpoints	
Dates	Chapter 1: Course Introduction	Section #	Section #	Video #	
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Course Organization			1.0	
	Welcome to the Course!	n/a	n/a	1.1	
	Mentoring Community Introductions	n/a	n/a	1.2	
	Why Are You Here?	n/a	n/a	1.3	
	Using Bloom's Taxonomy	n/a	n/a	1.4	
	What do you Expect?	n/a	n/a	1.5	
	Housekeeping Online	n/a	n/a	1.6	
	Lesson 2 Course Conventions & Agenda			2.0	
	Conventions Used	n/a	n/a	2.1	
	Quizzes & Exercises	n/a	n/a	2.2	
	ITIL Qualification Scheme	n/a	n/a	2.3	
	ITIL Intermediate Exams	n/a	n/a	2.4	
	Getting Started with an Online Class	n/a	n/a	2.5	
	End of Chapter Quiz	n/a	n/a	2.6	
	Chapter 2: Release, Control & Validation				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 3 Introduction to RCV			1.0	
	The Service Lifecycle & RCV	RCV01	ST 4.1.5.1	1.1	
	Managing Across the Lifecycle	RCV01	ST 4.1.5.1	1,2	
	Service Assets & Capability	n/a	n/a	1.3	
	RCV & Service Transition	n/a	n/a	1.4	
	RCV & Service Operation	n/a	n/a	1.5	
	RCV & the ST Model	n/a	n/a	1.6	
	Purpose, Goals & Objectives	RCV01	ST 1.1.1	1.7	
	Scope	RCV01	ST 1.1.2, 1.2.4	1.8	
	Value to the Business	RCV01	ST 1.1.2, 1.2.4	1.9	
	Lesson 4 RCV Principles			2.0	
	Setting the Stage	RCV01	ST 4.1.5.1 to 4.1.5.5	2.1	

Principles	RCV01	ST 4.1.5.1 to 4.1.5.5	2.2
Governance	RCV01	ST 4.1.5.1 to 4.1.5.5	2.3
Management	RCV01	ST 4.1.5.1 to 4.1.5.5	2.4
Quality	RCV01	ST 4.1.5.1 to 4.1.5.5	2.5
Service Transition Interface	RCV01	ST 4.1.5.1 to 4.1.5.5	2.6
Challenges	n/a	n/a	2.7
Critical Success Factors	n/a	n/a	2.8
Risks	n/a	n/a	2.9
RCV Processes	n/a	n/a	2.10
Lesson 5 RCV Summary			3.0
RCV Summary	n/a	n/a	3.1
Checkpoint Instructions	n/a	n/a	3.2
End of Chapter Quiz			
Chapter 2 Review	n/a	n/a	3.3
Chapter 3: RCV Processes			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 6 Change Management			1.0
Introduction to Change Management	RCV02	ST 4.2.1	1.1
Purpose, Goals & Objectives of Change Management	RCV02	ST 4.2.1	1.2
Scope of Change Management	RCV02	ST 4.2.2	1.3
Value of Change Management	RCV02	ST 4.2.3	1.4
Concepts of Change Management	RCV02	ST 4.2.4, ST 5.2	1.5
Activities of Change Management	RCV02	ST 4.2.5	1.6
The Change Advisory Board (CAB)	RCV02	ST 4.2.5	1.7
Change Types	RCV02	ST 4.2.5	1.8
Change Model	RCV02	ST 4.2.5	1.9
Change Proposal	RCV02	ST 4.2.5	1.10
Change Process Flow	RCV02	ST 4.2.5	1.11
Create & Review a Request for Change	RCV02	ST 4.2.5	1.12
Assess & Evaluate Request for Change	RCV02	ST 4.2.5	1.13
Authorize a Change	RCV02	ST 4.2.5	1.14
Change Authorization Model	RCV02	ST 4.2.5	1.15
Coordinate Change	RCV02	ST 4.2.5	1.16
Review & Close Change	RCV02	ST 4.2.5	1.17
Standard Change	RCV02	ST 4.2.5	1.18
Triggers, Inputs & Outputs	RCV02	ST 4.2.6	1.19
Change Management Relationships	RCV02	ST 4.2.6	1.2
Information	RCV02	ST 4.2.7	1.21
Critical Success Factors	RCV02	ST 4.2.8	1.22
Challenges & Risks	RCV02	ST 4.2.8	1.23
Change Management Summary	n/a	n/a	1.24
Lesson 7 SACM			2.0

Introduction	RCV03	ST 4.3.1	2.1
Purpose, Goals & Objectives	RCV03	ST 4.3.1	2.2
Scope	RCV03	ST 4.3.2	2.3
Value to the Business	RCV03	ST 4.3.3	2.4
Concepts	RCV03	ST 4.3.4	2.5
SACM Management Policies	RCV03	ST 4.3.4	2.6
Configuration Management System	RCV03	ST 4.3.4	2.7
Definitive Media Library	RCV03	ST 4.3.4	2.8
Activities	RCV03	St 4.3.5	2.9
Configuration Activity Model	RCV03	ST 4.3.5	2.10
Management & Planning	RCV03	ST 4.3.5	2.11
Logical Configuration Model	RCV03	ST 4.3.5	2.12
Configuration Identification	RCV03	ST 4.3.5	2.13
Configuration Control	RCV03	ST 4.3.5	2.14
Status Accounting & Reporting	RCV03	ST 4.3.5, SO 5.12.2	2.15
Verification & Audit	RCV03	ST 4.3.5, SO 5.12.2	2.16
Triggers, Inputs & Outputs	RCV03	ST 4.3.6	2.17
Process Relationships	RCV03	ST 4.3.6	2.18
Information	RCV03	ST 4.3.7	2.19
Critical Success Factors	RCV03	ST 4.3.8	2.20
Challenges & Risks	RCV03	ST 4.3.9	2.21
Summary	n/a	n/a	2.22
Lesson 8 Release & Deployment Management			3.0
Introduction	RCV05	ST 4.4.1	3.1
Objective	RCV05	ST 4.4.1	3.2
Scope	RCV05	ST 4.4.2	3.3
Value to the Business	RCV05	ST 4.4.3	3.4
Concepts	RCV05	ST 4.4.4	3.5
Release Package	RCV05	st 4.4.4	3.6
Activities of Problem Management	RCV05	ST 4.4.5	3.7
Planning	RCV05	ST 4.4.5	3.8
Prepare Build, Test & Deployment	RCV05	ST 4.4.5	3.9
Build & Test	RCV05	ST 4.4.5	3.10
Test & Pilot Service	RCV05	ST 4.4.5	3.11
Service Testing	RCV05	ST 4.4.5	3.12
Deployment Activities	RCV05	ST 4.4.5	3.13
Plan & Prepare for Deployment	RCV05	ST 4.4.5	3.14
Transfer, Deploy & Retire	RCV05	ST 4.4.5	3.15
Verify Deployment	RCV05	ST 4.4.5	3.16
Early Life Support	RCV05	ST 4.4.5	3.17
Review & Close Deployment	RCV05	ST 4.4.5	3.18
Review & Close Service Transition	RCV05	ST 4.4.5	3.19
Triggers, Input & Output	RCV05	st 4.4.6	3.20

Relationships	RCV05	ST 4.4.6	3.21
Information	RCV05	ST 4.4.7	3.22
Critical Success Factors	RCV05	ST 4.4.8	3.23
Challenges	RCV05	ST 4.4.9	3.24
Summary	N/A	N/A	3.25
Lesson 9 Service Validation & Testing			4.0
Introduction	RCV04	st 4.5.1	4.1
Objective	RCV04	ST 4.5.1	4.2
Scope	RCV04	ST 4.5.2	4.3
Value to the Business	RCV04	ST 4.5.3	4.4
Concepts	RCV04	ST 4.5.4	4.5
Service Validation & Testing Policies	RCV04	ST 4.5.4	4.6
Service Quality Policy	RCV04	ST 4.5.4	4.7
Risk Policy	RCV04	ST 4.5.4	4.8
Service Transition Policy	RCV04	ST 4.5.4	4.9
Release Policy	RCV04	ST 4.5.4	4.10
Change Management Policy	RCV04	ST 4.5.4	4.11
Validation & Testing Process	RCV04	ST 4.5.4	4.12
Test Perspectives	RCV04	ST 4.5.4	4.13
Activities	RCV04	ST 4.5.5	4.14
Validation & Test Management	RCV04	ST 4.5.5	4.15
Test Levels & Test Models	RCV04	ST 4.5.5	4.16
Service Test Models	RCV04	ST 4.5.5	4.17
Plan & Design Test	RCV04	ST 4.5.5	4.18
Verify Test Plan & Acceptance	RCV04	ST 4.5.5	4.19
Prepare Test Environment	RCV04	ST 4.5.5	4.20
Perform Test	RCV04	ST 4.5.5	4.21
Evaluate Exit Criteria & Report	RCV04	ST 4.5.5	4.22
Clean Up & Close	RCV04	ST 4.5.5	4.23
Triggers, Input & Output	RCV04	ST 4.5.6	4.24
Process Relationships	RCV04	ST 4.5.6	4.25
Information	RCV04	ST 4.5.7	4.26
Critical Success Factors	RCV04	ST 4.5.8	4.27
Challenges	RCV04	ST 4.5.9	4.28
Summary	N/A	N/A	4.29
Lesson 10 Request Fulfillment			5.0
Introduction	RCV06	SO 4.3.1	5.1
Objective	RCV06	SO 4.3.1	5.2
Scope	RCV06	SO 4.3.2	5.3
Value to the Business	RCV06	SO 4.3.3	5.4
Concepts	RCV06	SO 4.3.4	5.5
Activities of Request Fulfillment	RCV06	SO 4.3.5	5.6
Menu Selection	RCV06	SO 4.3.5	5.7

	Financial Approval	RCV06	SO 4.3.5	5.8	
	Other Approval	RCV06	SO 4.3.5	5.9	
	Fulfillment	RCV06	SO 4.3.5	5.10	
	Closure	RCV06	SO 4.3.5	5.11	
	Triggers, Inputs & Outputs	RCV06	SO 4.3.6	5.12	
	Process Relationships	RCV06	SO 4.3.6	5.13	
	Information	RCV06	SO 4.3.7	5.14	
	Critical Success Factors	RCV06	SO 4.3.8	5.15	
	Challenges	RCV06	SO 4.3.9	5.16	
	Summary	n/a	n/a	5.17	
	Lesson 11 Change Evaluation			6.0	
	Introduction	RCV07	ST 4.6.1	6.1	
	Purpose Goals & Objectives	RCV07	ST 4.6.1	6.2	
	Scope	RCV07	ST 4.6.2	6.3	
	Value to the Business	RCV07	ST 4.6.3	6.4	
	Concepts	RCV07	ST 4.6.4	6.5	
	Evaluation Point Scope	RCV07	ST 4.6.4	6.6	
	Activities	RCV07	ST 4.6.5	6.7	
	Service Evaluation Terms	RCV07	ST 4.6.5	6.8	
	Change Evaluation Process	RCV07	ST 4.6.5	6.9	
	Evaluation Plan	RCV07	ST 4.6.5	6.10	
	Understand Intended Effects of Change	RCV07	ST 4.6.5	6.11	
	Understand Unintended Effects of Change	RCV07	ST 4.6.5	6.12	
	Evaluate Predicted Performance	RCV07	ST 4.6.5	6.13	
	Evaluate Actual Performance	RCV07	ST 4.6.5	6.14	
	Manage Risk	RCV07	ST 4.6.5	6.15	
	Evaluation Report	RCV07	ST 4.6.5	6.16	
	Triggers, Inputs & Outputs	RCV07	ST 4.6.6	6.17	
	Relationships	RCV07	ST 4.6.6	6.18	
	Information	RCV07	ST 4.6.7	6.19	
	Critical Success Factors	RCV07	ST 4.6.8	6.20	
	Challenges	RCV07	ST 4.6.9	6.21	
	Summary	n/a	n/a	6.22	
	Lesson 12 Knowledge Management			7.0	
	Introduction	RCV08	ST 4.7.1	7.1	
	Objective	RCV08	ST 4.7.1	7.2	
	Scope	RCV08	ST 4.7.2	7.3	
	Value to the Business	RCV08	ST 4.7.3	7.4	
	Concepts	RCV08	ST 4.7.4	7.5	
	DIKW Structure	RCV08	ST 4.7.4	7.6	
	SKMS Relationships	RCV08	ST 4.7.4	7.7	
	Activities	RCV08	st 4.7.5	7.8	
	Knowledge Management Strategy	RCV08	ST 4.7.5	7.9	

	Knowledge Transfer	RCV08	ST 4.7.5	7.10
	Data & Information Transfer	RCV08	ST 4.7.5	7.11
	Service Knowledge Management System (SKMS)	RCV08	ST 4.7.5	7.12
	Utilization of SKMS	RCV08	ST 4.7.5	7.13
	Triggers, Inputs & Outputs	RCV08	st 4.7.6	7.14
	Relationships	RCV08	ST 4.7.6	7.15
	Information	RCV08	ST 4.7.7	7.16
	Critical Success Factors	RCV08	ST 4.7.8	7.17
	Challenges	RCV08	ST 4.7.9	7.18
	Summary	n/a	n/a	7.19
	Lesson 13 RCV Processes Summary			8.0
	RCV Process Summary	n/a	n/a	8.1
	Checkpoint Instructions	n/a	n/a	8.2
	End of Chapter Quiz			
	Chapter 3 Review	n/a	n/a	8.3
	Chapter 4: Organization & Technology			
	Objectives	n/a	n/a	In Student Courseware
	Terms-to-Know	n/a	n/a	In Student Courseware
	Lesson 14 Organizing RCV			1.0
	Introduction	RCV10	SO 8.4	1.1
	Organizational Context	n/a	n/a	1.2
	Service Transition Roles	n/a	n/a	1.3
	Service Owner	RCV09	ST 6.4.1	1.4
	Process Owner	RCV09	ST 6.4.2	1.5
	Process Manager	RCV09	ST 6.4.3	1.6
	Process Practitioner	RCV09	ST 6.4.4	1.7
	Service Transition Manager	RCV09	ST 6.4.5	1.8
	Planning & Support	RCV09	ST 6.4.5	1.9
	Change Management Roles	RCV09	ST 6.4.6	1.1
	Change Authority & CAB Roles	RCV09	ST 6.4.6	1.11
	SACM Roles	RCV09	ST 6.4.7	1.12
	Release & Deployment Roles	RCV09	ST 6.4.8	1.13
	Release Packaging & Build	RCV09	ST 6.4.8	1.14
	Deployment	RCV09	ST 6.4.8	1.15
	Early Life Support	RCV09	ST 6.4.8	1.16
	Build & Test Environment Management	RCV09	ST 6.4.8	1.17
	Service Validation & Testing Roles	RCV09	ST 6.4.9	1.18
	Change Evaluation Roles	RCV09	ST 6.4.10	1.19
	Knowledge Management Roles	RCV09	ST 6.4.11	1.20
	Relationships	n/a	n/a	1.21
	Lesson 15 Technology Considerations			2.0
	Technology Considerations	n/a	n/a	2.1
	Service Management Tools	RCV10	SO 7.1, SD 7.2	2.2

Tools	RCV10	ST	2.3
Knowledge Management Tools	RCV10	ST 7.1	2.4
Collaboration	RCV10	ST 7.32	2.5
Communities	n/a	n/a	2.6
Workflow Management	n/a	n/a	2.7
Configuration Management System	RCV10	ST 7.3	2.8
Improving Services & Processes	n/a	n/a	2.9
Lesson 16 Implement RCV			3.0
Implementation Considerations	n/a	n/a	3.1
Implementation Steps	n/a	n/a	3.2
Establish High-Level Objectives	n/a	n/a	3.3
Assess Current Capabilities	n/a	n/a	3.4
Determine Measurable Targets	n/a	n/a	3.5
Implement Process Improvement	n/a	n/a	3.6
Implement Measurement Framework	n/a	n/a	3.7
Review & Improve	n/a	n/a	3.8
Key Implementation Activities	n/a	n/a	3.9
Process Integration	n/a	n/a	3.10
Cloud Environment & RCV	n/a	n/a	3.11
Managing Change	RCV10	SO 8.1	3.12
Project Management	RCV10	SO 8.2	3.13
Assessing & Managing Risk	RCV10	SO 8.3	3.14
Involvement in Design & Transition	RCV10	SO 8.4	3.15
Planning & Implementing Technology	RCV10	SO 8.5	3.16
Challenges, Risks & CSFs	RCV10	ST 9.1, 9.2, 9.3	3.17
Challenges	RCV10	ST 9.1	3.18
Risks	RCV10	ST 9.2	3.19
CSFs	RCV10	ST 9.3	3.20
Lesson 17 Organization & Technology Summary			4.0
Organization & Technology Summary	n/a	n/a	4.1
Checkpoint Instructions	n/a	n/a	4.2
End of Chapter Quiz			
Chapter 4 Review	n/a	n/a	4.3
Course Closure	n/a	n/a	4.4
Appendix: RCV Capability Certification Syllabus			
Appendix: Service Transition Input/Output	n/a	n/a	
Service Transition Inputs & Outputs	n/a	n/a	
Service Transition I/O with Service Strategy	n/a	n/a	
Service Transition I/O with Service Design	n/a	n/a	
Service Transition I/O with Service Operation	n/a	n/a	
Service Transition I/O with CSI	n/a	n/a	
ITIL 2011 Glossary			
Exam Sample Paper #1 -			

Exam Scheduling

Assuming you have scored an 80% or higher on all module exams and sample exams you are now ready to schedule and take your certification exam