ITIL(R) Capability Certificate in Release Control and Validation

The ITIL Certificate in Release, Control and Validation (RCV) Course is one of the four courses that fit into the capability stream for ITIL certification. This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this course, in support of the Service Management lifecycle.

The Release, Control and Validation Course provides in-depth practical advice and guidance on process structure, roles, functions and activities that will enable role focused capability and competency in relation to -

- Change Management
- Release and Deployment Management
- Service Validation and Testing
- Service Asset and Configuration Management
- Request Fulfilment
- Service Evaluation
- Knowledge Management

Please be aware, this course also provides 35 Hours of Contact Education/Professional Development Units towards PMI PMP certification/re-certification.

The core volume of Service Transition provides guidance on managing change along with risk and quality whilst ensuring IT Operations can manage those changes within the context of the ICT Infrastructure.

Target Audience:

- Individuals who have attained the ITIL Foundation certificate in Service Management and who wish to advance to higher level ITIL certifications
- Individuals who require a practical understanding of the Release, Control and Validation processes and how they may be used to enhance the quality of IT service within an organisation
- Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management who wish to enhance their role-based capabilities

Examinations

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. The pass mark is 28 marks from 40 (70%).

For Published Best Practice ITIL Glossaries from Axelos please click here.

Prior knowledge
Possession of one of the following:

- ITIL v3 or 2011 Foundation
- ITIL v2 Foundation and v2/v3 Foundation Bridge.

Essential Prerequisites

Proof of prerequisites must be sent to prereqs@qa.com no later than 5 working days prior to the start of the event. This evidence MUST be reproduced on the day of the exam to the trainer. When submitting evidence to prereqs@qa.com, please include your booking reference number which can be found on your Joining Instructions.

Acceptable forms of prerequisite confirmation are as follows:

- A copy of the candidates examination certificate
- Confirmed entry in the AXELOS Successful Candidate Register. You will need to provide the full SCR number (registration/candidate number located on your certificate).

Delegates without evidence of the prerequisites will NOT be permitted to sit the exam.

Delegates whose pre-requisite was taken with BCS simply need to inform QA of this information prior to the exam event. Evidence will not need to be provided on the day of the exam.
You will receive electronic pre-course reading. Delegates should spend a minimum half an hour reviewing the document and are encouraged to explore all of the links provided for further reading. Success on the course will be enhanced by candidates spending at least 12 hours on reviewing their ITIL Foundation material prior to attending one of the ITIL Intermediate ‘capability’ courses.

**Proof of identification:**
If taking an exam, candidates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided to the BCS. Please note that if proof is not provided within 40 days, candidate’s exam results will be null and void and a re-sit would be required.

**BCS Reasonable Adjustments Policy:**
BCS allow additional time for candidates who have a disability or whose native language differs to that of the examination paper. Full details are provided in the BCS Reasonable Adjustments Policy which is available to view on the BCS website. If you believe you qualify for this then please notify the Exam Administration team on the details below as early as possible. At least two weeks’ notice will be required for processing this request. Delegates failing to advise QA and provide evidence when requested, may not be allowed the additional support offered via the BCS policy. QA Exam Administration can be contacted by email exam.admin@qa.com or by phone 44(0) 1793 696162.

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**Objectives:**

**Course Outline:**