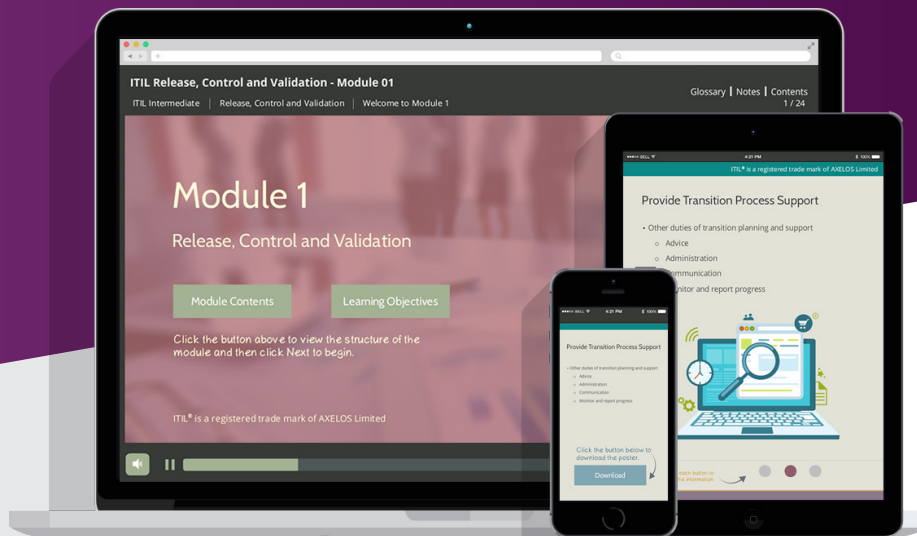


ITIL® RELEASE, CONTROL & VALIDATION (RCV)



CREDITS AWARDED

4

DURATION

30 hours

DELIVERY FORMAT

eLearning

ACCESS

6 Months

ACCREDITED BY

PEOPLECERT

EXAM TYPE

Closed book multiple choice. FREE PEOPLECERT exam voucher included as well as mock exams and quizzes concluding each module.

PREREQUISITES

ITIL® Foundation

LANGUAGE

English

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.

WHO SHOULD TAKE THIS COURSE

Study for a qualification in ITIL Release, Control & Validation (RCV) by taking an online training course from Good e-Learning!

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.

ABOUT THIS COURSE

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! This course will satisfy both.

ACCREDITATION

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

PEOPLECERT
Certifying Professionals

IS THERE AN EXAM?

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%).