

ITIL Practitioner Certification - Hands-On ITSM Practitioner: Release and Control

ITIL-PRC

Length (days): 5

Price: \$2,995.00

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Course Description

This five-day instructor-led course/program leads to the Practitioner Certificate in IT Service Management (ITSM) Release and Control and focuses on implementing and managing the Release and Control activities, processes and functions that are required to stabilize an IT infrastructure through effective Change, Configuration and Release Management processes.

This course/certification program is for people who will participate in managing, organizing, and optimizing the operations of the Release and Control processes in an IT Service Organization that has implemented, or started to implement, ITIL-based Support and Restore processes:

- Managing the Change, Configuration and Release Management processes
- Organizing the Change, Configuration and Release Management processes
- Optimizing the Change, Configuration and Release Management processes

Days one through four consist of lectures (40%) and hands-on activities (60%), and day five entails exam review, preparation and taking the actual Practitioner Certification test. The course includes individual and group assignments required for certification as well as homework.

Course Audience

This IT Service Management (ITSM) Practitioner Release and Control (IPRC) course and certification program is intended for professionals who will participate in managing, organizing and optimizing the operations of the Release and Control processes in an IT Service Organization that has implemented, or started to implement, ITIL-based Release and Control processes.

The target group consists of operational staff and managers wishing to extend their skills in planning, monitoring, reporting and optimizing the processes of Change, Release and Configuration Management.

Course Outline

This course covers the typical activities of a practitioner responsible for managing the Change, Configuration and Release Management processes. It focuses on the following areas:

Managing

- Plan key activities
- Plan exchange of information relevant to managing Release and Control processes
- Initiate actions to ensure key activities in the processes meet objectives
- Report on effectiveness and efficiency of activities in the Release and Control processes.

Organizing

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- Organize exchange of and provide information to other processes, users & suppliers
- Maintain procedures
- Maintain configuration baselines & status information
- Provide instructions to design, build & configure releases
- Advise on back-out & test plans; plan release implementations
- Monitor logistics of internal & purchased releases
- Coordinate & monitor changes.

Optimizing

- Monitor and optimize the Release & Control processes
- Propose improvements
- Plan & conduct change, release and configuration.

The Examination

The ITSM Practitioner Certificate in Release and Control (IPRC) (the cluster of Change, Configuration & Release Management) exam is a 2-hour, closed-book, 40-question multiple choice examination (use of electronic equipment is not permitted during the exam). The Certification Exam is offered through [EXIN](#) via our [VUE Testing partnership](#).

Before taking the examination, candidates must have attended an accredited training course (i.e., this ITIL-PRC course) and successfully completed the practical assignments.