

HP Education Services Course Description

ITIL Practitioner Release and Control (IPRC) (UA576s)



This 5-day course focuses on the implementation and management of the Release and Control processes and functions that are responsible for achieving control and stability within an IT infrastructure and include effective Change and Release Management, based on an effective Configuration Management system. It consists of 4 days of lectures and hands-on activities and one day of exam review with exam. The course will include individual and group assignments required for certification as well as homework.

Audience

- IT professionals responsible for Change, Configuration or Release Management processes
- ITIL process managers, Change managers and approvers, configuration managers needing in-depth knowledge about ITIL processes.
- Employees and managers responsible for executing and managing the tasks for the specific ITIL processes

Prerequisites

- Hold an ITIL Foundation Certificate in IT Service Management. If you do not already hold this certificate you can take the following course which includes the exam (H1846s)
- Two or more years experience in IT Infrastructure Management

Course Objective

- Understand the ITIL model sufficiently to be able to develop, implement and manage an Integrated Change and Release Management framework, using Configuration Management as a critical component.
- Take and pass the ITIL Practitioner Release and Control (IPRC) Certification exam. This exam consists of the clustered disciplines of Change, Configuration and Release Management
- Understand best practices for requesting, assessing, approving and deploying changes to IT services, and be able to relate how these processes contribute to an increase in functionality and quality of IT services

Benefits to You

- Set up and manage a configuration management database to improve your organizations IT infrastructure.
- Configure coding systems, attributes, and naming conventions and the key concepts that will help you avoid problems.
- Effectively manage requests for change to promote company efficiency and flexibility.
- Prioritize any necessary changes within an IT model and institute those changes that will have greatest impact on your organization.
- Identify links to other ITIL processes to ensure that your organization has an effective change and configuration management function.

Why education services from HP?

- State-of-the-art classroom facilities
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Course Title: ITIL Practitioner Release and Control (IPRC)

HP Product Number: UA576s

Category/Subcategory: ITIL/Practitioner

Course Length: 5 days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL Manager in IT Service Management courses: IT Service Support + IT Service Delivery

Detailed Course Outline

The course will cover the typical activities of a practitioner in management of the Change Management, Release Management and Configuration Management processes and will focus on the following areas:

Managing

- Plan the key activities in the Change Management, Release Management and Configuration Management processes
- Plan the exchange of appropriate information relevant to managing the Release and Control processes
- Initiate actions to ensure the key activities in the Release and Control processes meet the agreed objectives set
- Report on the effectiveness and efficiency of the activities in the Release and Control processes

Organizing

- Organize the exchange of appropriate information with other processes
- Provide Change, Release and Configuration Management information to other IT Service Management processes, users and suppliers
- Maintain the procedures of the Release and Control processes
- Maintain the baselines of configurations and status information of Configuration Items
- Provide instructions for designing, building and configuring releases
- Give advice on the back-out and test plans for changes and releases
- Plan the implementation of releases

- Monitor the logistics (storage, transport, development and/or delivery, implementation) for releases (whether purchased or developed internally)
- Coordinate and monitor changes (including preparing and taking part in Change Advisory Board meetings)

Optimizing

- Monitor and optimize the Release and Control processes
- Propose improvements, based on results of monitoring and/or reviews
- Plan and conduct change, release and configuration audits

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