

EXAM ITIL Practitioner Release and Control

Practitioner Certificate in IT Service Management Release and Control

Publicationdate 17-1-2005

Startdate 1-12-2004

Target group

The ITIL Practitioner Release and Control 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 which 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, related to the processes of Change, Release and Configuration Management.

Prerequisite knowledge and skills

- The ITIL Foundation Certificate
- Before taking the Practitioner examination the candidate must have attended accredited training and successfully completed the practical assignments.

Exam requirements

Exam requirements

1. Managing the Change, Release and Configuration Management processes
2. Organizing the Change, Release and Configuration Management processes
3. Optimizing the Change, Release and Configuration Management processes

Estimated study load

- 40 hours of training, 40% theory and 60% assignments
- 20 hours of private study of the Release and Control literature (depending upon previous familiarity and experience)

Specific exam requirements

1. Managing

- The candidate can plan the key activities in the Change Management, Release Management and Configuration Management processes.
- The candidate can plan the exchange of appropriate information relevant to managing of the Release and Control processes.
- The candidate can initiate actions to ensure the key activities in the Release and Control processes meet the objectives set.
- The candidate can report on the effectiveness and efficiency of the activities in the Release and Control processes.

2. Organizing

- The candidate can organize the exchange of appropriate information with other processes.
- The candidate can provide Change, Release and Configuration Management information to other IT Service Management processes, users and suppliers.
- The candidate can maintain the procedures of the Release and Control processes.
- The candidate can maintain the baselines of configurations and status information of Configuration Items.
- The candidate can provide instructions for designing, building and configuring releases.
- The candidate can advise on the back-out and test plans for changes and releases.

- The candidate can plan the implementation of releases.
- The candidate can monitor the logistics (storage, transport, deployment and/or delivery, implementation) for releases (whether purchased or developed internally).
- The candidate can coordinate and monitor changes (including preparing and taking part in Change Advisory Board meetings).

3. Optimizing

- The candidate can monitor and optimize the Release and Control processes.
- The candidate can propose improvements, based on results of monitoring and/or reviews.
- The candidate can plan and conduct change, release and configuration audits.

Glossary of Terms

In this section you will find the concepts that can be applied in the examination, listed by examination requirement.

Note that questions based on one of the examination requirements may also use terms listed under the heading for other requirements.

1 Managing the Release and Control processes

1.1 Plan key activities

- IT Infrastructure
- Configuration Item
- Change
- Release
- Configuration Management Plan
- Change Management Plan
- Release Management Plan
- Request for Change (RFC)
- Change Advisory Board (CAB)
- Urgent Change
- Impact
- Resource
- Schedule
- Issue
- Build
- Test
- Implement
- Post Implementation Review
- Release planning
- Release configuration
- Release acceptance
- Roll-out planning
- Distribution
- Installation
- Configuration identification
- Configuration control
- Configuration status accounting
- Configuration verification
- Configuration audit
- Configuration baseline
- Configuration Management Database (CMDB)
- Definitive Software Library (DSL)
- Definitive Hardware Store (DHS)

1.2 Exchange information between processes

- Central function for Configuration, Change and Release Management

1.3 Initiate actions to meet objectives

- Plan, Do, Check, Act

1.4 Report on effectiveness and efficiency

- Key Performance Indicators (KPI)

2 Organizing the Release and Control processes

2.1 Organize exchange of information

- Benefit

2.2 Provide Release and Control information

- User
- Supplier
- Forward Schedule of Changes (FSC)
- Projected Service Availability (PSA)

2.3 Maintain Release and Control procedures

- Daily work activity
- Initial capture of data
- Back-up
- Archive
- Housekeeping (of the CMDB)
- Registration of CIs
- Write-off (of a CI)
- Naming convention
- Attribute
- Relationship
- License
- Change Model
- Coding system
- Classification (of RFCs)
- Release identification

2.4 Maintain baselines and status information of CIs

- Baseline identification

2.5 Provide instructions for designing, building and configuring releases

- Operating documentation
- Support documentation

2.6 Advise on back-out and test plans

- Training plan

2.7 Plan implementation of releases

- Release unit
- Full release
- Delta release
- Package release
- Big Bang roll-out
- Phased roll-out

2.8 Monitor the logistics for releases

- Purchase or develop internally
- Storage
- Transport
- Delivery

2.9 Coordinate and monitor changes

- Business impact
- Technical impact
- Authorizing (approving)
- Prioritizing changes
- Close the change record

3 Optimizing the Release and Control processes

3.1 Monitor and optimize Release and Control processes

- Configuration Management tools
- Change Management tools
- Release Management tools

3.2 Propose improvements

- Audit

3.3 Plan and conduct audits and reviews

- Working instruction
- Review meeting

To avoid repetition, terms have usually been listed under the first examination specification where they are used.

Abbreviations that are used in the ITIL Service Support book that could also be used in examination questions have been placed in brackets.

All terms in the glossary of terms in the ITIL Foundation service document may be used in questions for the Practitioner Release and Control examinations. Those which specifically belong to the domain of the Configuration management, Change Management or Release Management processes have been included in the list above, even if they also appear in the Foundation glossary.

Some terms in the above list are simply used in the ITIL Service Support book and are not defined. The candidate should recognize these terms and know how they are used. The candidate will not be asked for a precise definition.

Literature

Service Support, (Especially Chapter 2, 7, 8, 9, and Appendix D)
Norwich/London: OGC/TSO, 2000
ISBN 01 133 0015 8

The exam

Referral to literature and notes is not permitted