



SM-5030: ITSM Practitioner - Release & Control (IPRC)

Improving service levels with globally accepted Best Practices and Real-World Experience

Benefits:

- Acquire the skills that are needed for thorough planning and implementation of the ITSM processes.
- Acquire an extensive knowledge of the individual Change, Configuration and release processes, linkages and dependencies.
- Prepare for the Practitioner certification exam.

Comments from past students -

"The instructor was an outstanding knowledge expert with real world experience who understood how to apply ITIL to daily experiences ... I would strongly recommend Avant Corporation for training delivery and implementation assistance."

"The instructor did an excellent job. He really knows his stuff and made it much easier for us to learn. He is certainly a valuable asset."

"The instructors business process and industry best practice knowledge exceeded my expectations. His knowledge from consulting engagements provided excellent discussion material."

EXIN Accredited Training Provider



Contact Avant
314.785.0051 Direct
info@avantusa.com
www.avantusa.com



business partner



Course Description: This 5-day course 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 and preparing for the certification exam.

Who Should Attend? ITSM Practitioner - Release & Control (IPRC) 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 including operational staff and managers wishing to improve their skills in planning, monitoring, reporting and optimizing the Change, Release and Configuration Management processes.

Format: 5-days consisting of 4 days for lecture (40%) and hands-on activities (60%) and one day of exam review, preparation and testing. Includes individual and group assignments required for certification as well as homework.

Curriculum: The course covers the typical activities of a practitioner responsible for managing the Change, Configuration and release Management processes. It focuses on the following area:

- ◆ **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:** Organize exchange 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.

Prerequisites: Foundation Certificate in IT Service Management.

Examination: The EXIN IPRC examination is a 2-hour, closed-book, 40 question multiple choice examination.

Price: \$3,295 including examination fees (through 6/30/2007)

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