

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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ITSM Implementation Workshop: Release & Control

Delivery Format: ILT

Duration: 4 Days

Course Description

This **"how to"** workshop helps IT practitioners **acquire the skills** to plan and implement the Release & Control process areas (Change, Configuration & Release Management). Delivered over four days the course features lectures, discussion, team exercises and quizzes. Highlights of the program include producing a Release and Control process design, integration and technology requirements plan.

Course Outline

Day 1	Day 2	Day 3	Day 4
Continuous Service Improvement	Configuration Management – Managing Activities	Change Management – Managing Activities	Release Management – Managing Activities
ITSM Concepts	Configuration Management – Organizing Activities	Change Management – Organizing Activities	Release Management – Organizing Activities
Process Maturity Framework	Configuration Management – Optimizing Activities	Change Management – Optimizing Activities	Release Management – Optimizing Activities
Project Concepts	Configuration Management – Lab	Change Management – Lab	Release Management – Lab
Process Guides	Change Management – Activity Review	Release Management – Activity Review	Communications Planning
Goal-Question-Metric (GQM)			Process Integration
GQM Lab			
Configuration Management – Activity Review			

Who Should Attend

Process owners, project managers, process implementation team and managers responsible for the successful implementation of ITSM processes.

Prerequisites - Participants must hold a ITSM Foundation Certificate.

Exam - None

Reference Material

Each student will receive a detailed workbook with associated process guides. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

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