

## IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

[www.ITMethodsPlus.com](http://www.ITMethodsPlus.com)

Phone: 845-233-4759

E-mail: [contact@ITMethodsPlus.com](mailto:contact@ITMethodsPlus.com)

# ITSM Practitioner Certification: Release & Control (IPRC)

**Delivery Format: ILT**

**Duration: 5 Days**

## Course Description

This hands on program leads to the Practitioner Certificate in IT Service Management Release & Control and is for IT professionals who will participate in managing, organizing, and optimizing the Change, Configuration and Release process areas.

## Course Outline

The program spans 4 days of lectures, student assessments, group activities and after hour reading assignments. The 5<sup>th</sup> day is dedicated to exam preparation and testing.

### Day 1

Theory

- Introductions
- Program Overview
- ITSM Concepts

Assignments

- Process Implementation Planning
- Critical Success Factors & Continuous Service Improvement
- Group Discussion

Homework

- Configuration Assessment Preparation

### Day 2

Theory

- Review Day 1
- Configuration Management
- Manage, Organize & Optimize Configuration Management

Assignments

- Review Configuration Management Assessment process, activities, roles & responsibilities
- Configuration Management Assessment – PART I
- Configuration Management Assessment – PART II
- PART II Discussions
- Configuration Management Assessment – PART III
- PART III Presentations

Homework

- Change Assessment Preparation

### Day 3

Theory

- Review Day 2
- Change Management
- Manage, Organize & Optimize Change Management

Assignments

- Review Change Management Assessment process, activities, roles & responsibilities
- Change Management Assessment – PART I
- Change Management Assessment – PART II
- PART II Discussions
- Change Management Assessment – PART III
- PART III Presentations

Homework

- Release Assessment Preparation

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### Day 4

Theory

- Review Day 3
- Release Management
- Manage, Organize & Optimize Release Management

Assignments

- Review Release Management Assessment process, activities, roles & responsibilities
- Release Management Assessment – PART I
- Release Management Assessment – PART II
- PART II Discussions
- Release Management Assessment – PART III
- PART III Presentations

Homework

- IPRC Assessment Preparation

### Day 5

Theory

- Review

Assignments

- IPRC Practice Examination

Self Study

- Individual

Exam

- IPRC Certification exam

### Who Should Attend

Operational staff and managers wishing to certify their skills in planning, monitoring, reporting and optimizing the Change, Configuration & Release management process areas.

### Prerequisites

Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

### Exam

An optional 2-hour, 40 question, closed book multiple choice examination is administered by an independent proctor at the end of the course. Certification is through the Examination Institute for Information Science (EXIN). Candidates must have attended an accredited training course and successfully completed all practical assignments to sit for the exam.

### Reference Material

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

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