


Course 1964k:  
**ITIL Practitioner**  
**Release and Control**

# Introduction

- 
- Name
  - Company affiliation
  - Title/function
  - Job responsibility
  - IT operations experience
  - ITIL / Service Management experience
  - Expectations for the course

# Course Overview

Module 1: ITIL Introduction

Module 2: Planning for Release and Control

Module 3: Management of Configuration Items and Assets

Module 4: Maintenance of the Configuration Management Database

Module 5: Change Initiation, Prioritization, and Assessment

Module 6: RFC Authorization

Module 7: Overseeing Change Building, Testing, and Implementation

Module 8: Release Policy

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Module 9: Release Planning

Module 10: Designing, Building, and Configuring a Release

Module 11: Release Testing and Acceptance

Module 12: Release Rollout Planning

Module 13: Communication, Preparation, and Training

Module 14: Release Distribution and Installation

Module 15: Monitoring and Reporting

Module 16: Interfaces and Dependencies

# Course Objectives

1. Managing the Release and Control processes
2. Organizing the Release and Control processes
3. Optimizing the Release and Control processes

# Housekeeping

## Student Materials

- Name cards
- Student workbook
- Job aids
- Course evaluation

## Prerequisites

- None



# Housekeeping (continued)

## Logistics

- Sign-in
- Parking
- Building access
- Class hours
- Food
- Phones
- Restrooms
- Recycling
- Smoking

## Ground Rules

- Have fun learning
- Good vibrations
- Ground cover
- Parking lot
- Think and act



# Module 1: ITIL Introduction

# Module Overview

- IT Service Management Key Concepts
- ITIL Key Concepts
- ITIL Processes Overview

# IT Service Management Key Concepts

# Definitions

- Services
  - ◆ 'The deliverables of the IT services organization as perceived by the Customers; the services do not consist merely of making computer resources available for Customers to use'
- Service Management
  - ◆ 'Management of Services to meet the Customer's requirement'

Source: Planning to Implement Service Management



# IT Service Management Objectives

- Align IT services with current and future business and Customer needs
- Partner with the business to create new business opportunities
- Reduce long-term cost of services, driving down Total Cost of Ownership (TCO)
- Improve quality of IT services
- Deliver current services consistently

Source: Planning to Implement Service Management

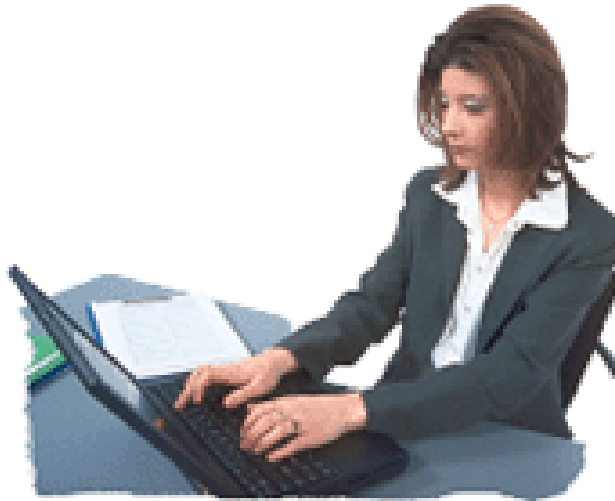


# Organizing Around Services



## Technology

- Production computing
- Technology optimization
- Mass market
- Technology-out
- Quality = Technical
- Thinking is internal, analytical, “down and in”; focus is on inherent parts



## Service

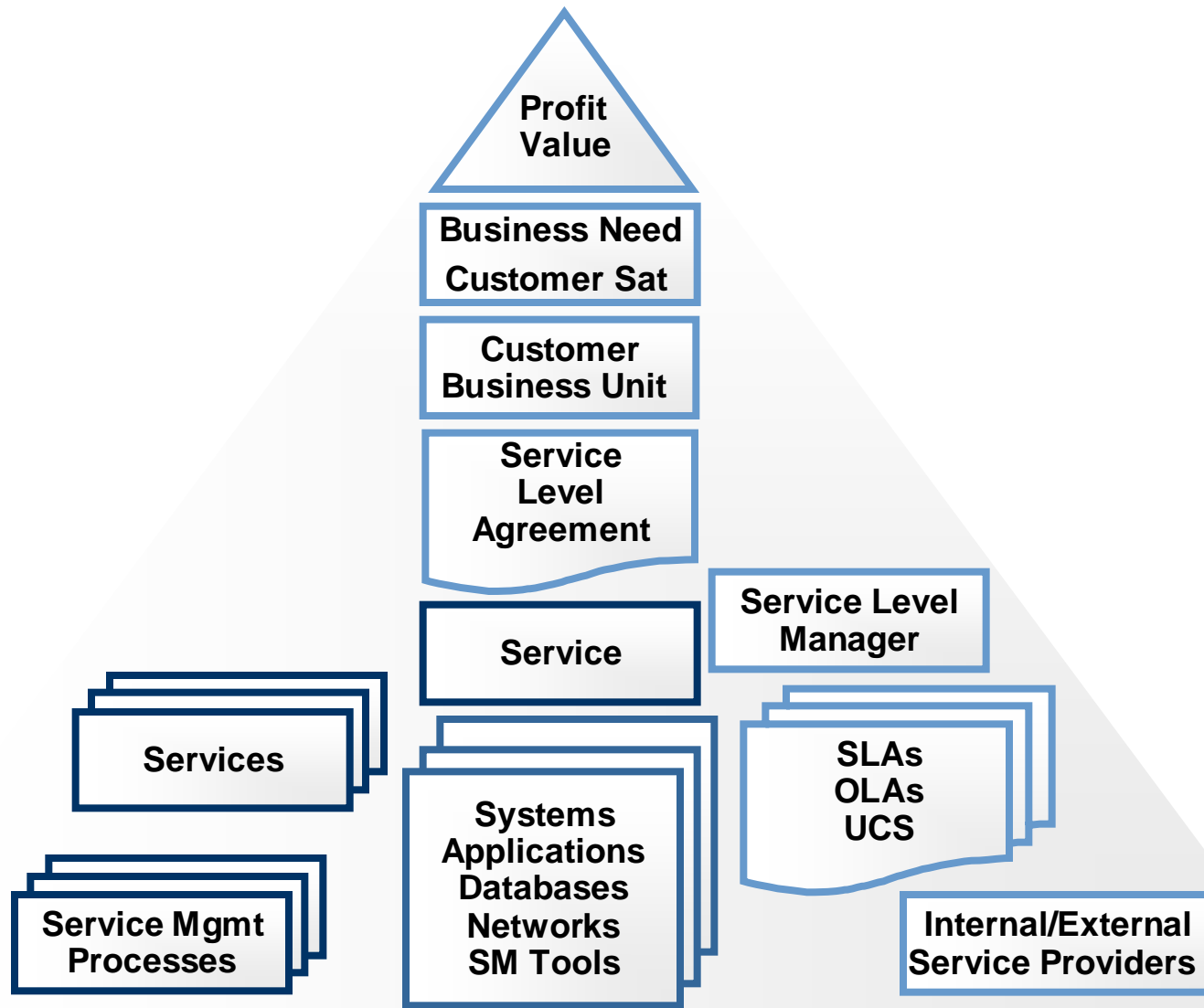
- Service Management
- Service experience
- Richness & Reach
- Service-in & out
- Quality = Service
- Thinking balances analysis and synthesis
- Focus is on the service



## Business

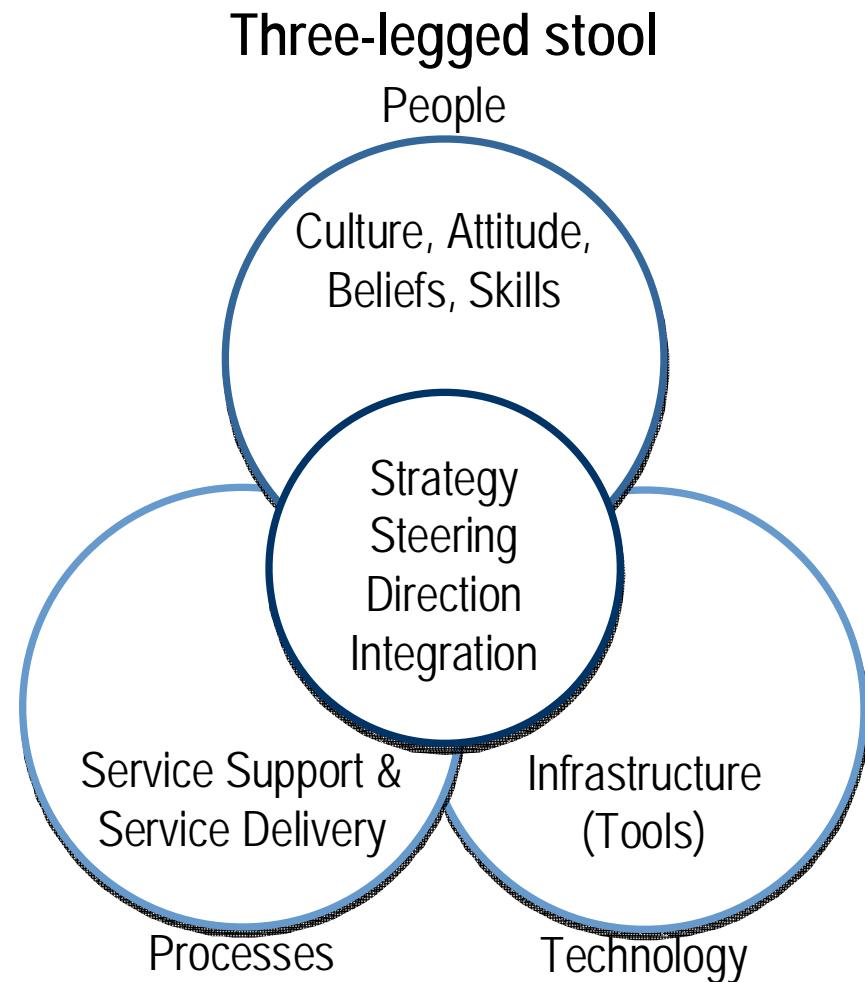
- End User Computing
- Customer experience
- Customer 1:1
- Customer-in
- Quality = Customer
- Thinking is external, synthetic, “up and out”
- Focus is on the client interactions

# Business Alignment



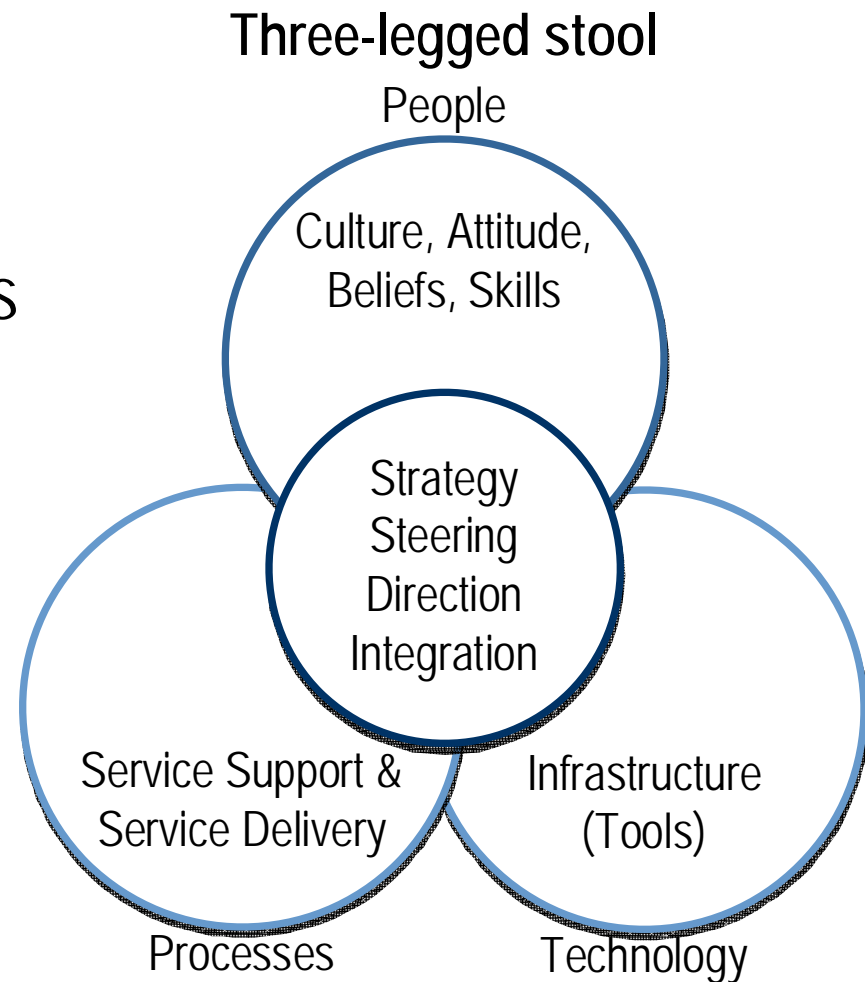
# Components

- Implementing, managing, supporting, and continuously improving service management processes
- Aligning People, Process, and Technology



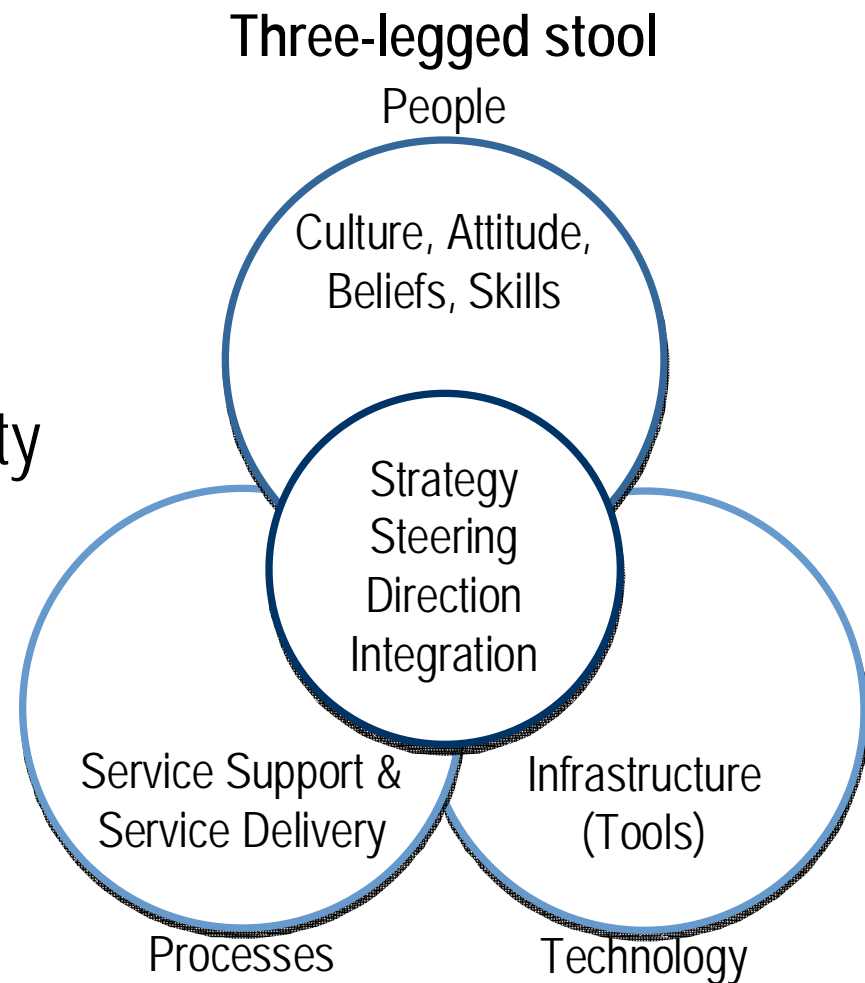
# Components - People

- Cultural changes
  - ◆ Attitude, behaviours, values
  - ◆ Knowledge and skills
- Service and Customer focus
- Teams, interactions and relationships
- Education and training
- Organisation structure



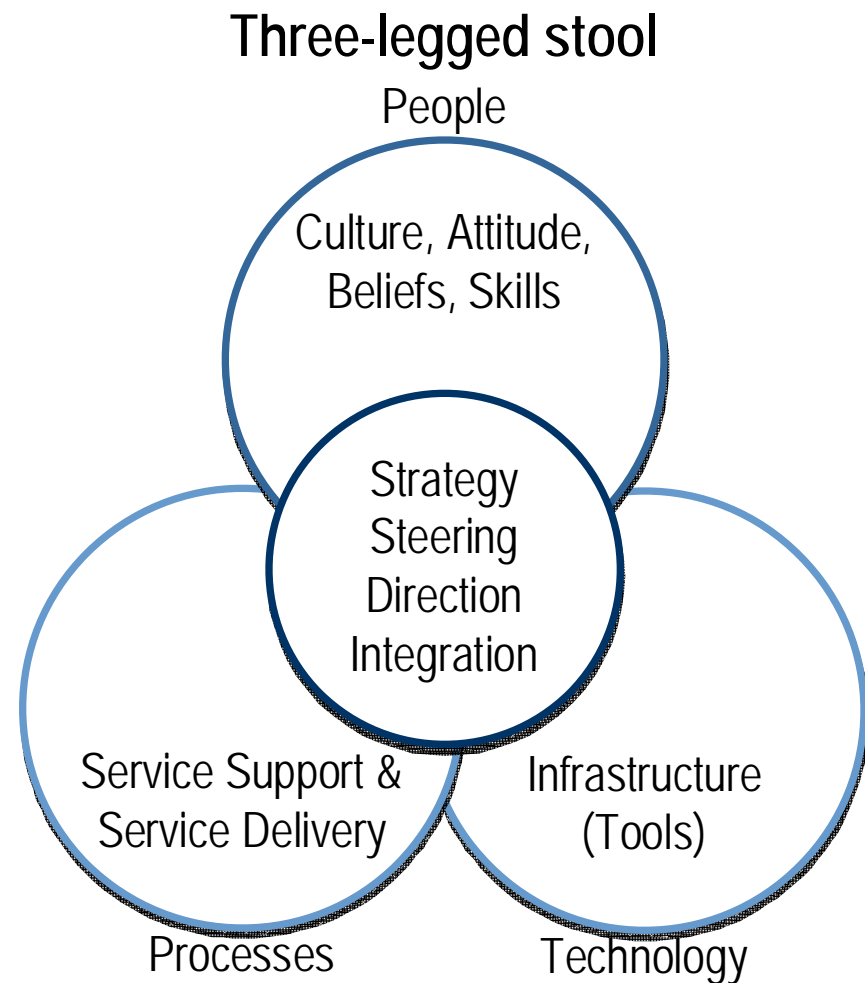
# Components - Process

- Systematic approach
- Results driven
- End to end services
- Across the organization
- Ownership and responsibility
- Measured
- Continuous improvement
- Be practical



# Components - Technology

- Automate where possible
- Integrate and interface
- Management Information



# Costs

- Required hardware and software tools
- Project management
- Staff costs - recruitment, training, consultancy
- Accommodation - working environment and facilities
- Ongoing:
  - ◆ Maintenance and upgrades to hardware and software tools
  - ◆ Staff costs - salaries, further training and ad-hoc consultancy
  - ◆ Accommodation costs - leasing, rental, energy
  - ◆ Central co-ordination and reporting of capacity info

# Benefits

- Services focused on business need
- Continuous improvement in service quality
- Consistent terminology
- Greater productivity
- Re-allocation of resources to make best use of available skills
- Improve recruitment and retention
- Better information flows
- Staff have appropriate standards and guidance
- Compliance to procedures can be audited

# Common Problem Areas

- Lack of attention to the 'Process enablers'
- Management commitment during the entire 'plan-do-check-act' cycle is lacking
- All aspects of the Service Management framework are not addressed properly
- Lack of staff commitment and understanding, or training
- Implementing staff not given sufficient authority to make the required decisions
- Loss of the person driving the Service Management implementation
- Loss of impetus after the initial hype
- Lack of initial funding and lack of quantifiable long term Cost benefits