

ITIL® 4 Practitioner: Release Management

Course Outline

Module 1: Key Concepts of the Practice

- Purpose of the Practice
- PSFs and Key Metrics of the Practice
- Key Terms/Concepts
- Release
- CI/CD and Release Management
- Release Model
- Push/Pull Conditions

Module 2: Processes of the Practice

- Inputs and Outputs of the Processes
- Key Activities of the Processes
- How to Integrate the Practice in the Organisation's Value Streams?

Module 3: Roles and Competences of the Practice

- Responsibilities of the Key Roles of the Practice
- How to Position the Practice in the Organisational Structure?

Module 4: Information and Technology Support and Enable the Practice

- Tools Application
- Apply the Recommendations on Automation

Module 5: Role of Partners and Suppliers in the Practice

- Dependencies of the Practice on Third Parties
- How Partners and Suppliers Can Support the Practice?

Module 6: ITIL Capability Model Can be Used to Develop the Practice

- How Capability Criteria Support the Practice Capability Development?

Module 7: Recommendations for the Practice Success

- Release Management Success and Supported by the ITIL Guiding Principles