

# Agilità

## Practitioner's Certificate in IT Service Management Release and Control

February 27 - March 3 , 2006

Sign up now for

### Release and Control ITIL Training!

February 27 - March 3, 2006

9:00 - 5:00

Lake Zurich, Illinois

**ONLY 3 seats left!!**

\$2,500/person

Send EMAIL request to:

[info@agilita-consulting.com](mailto:info@agilita-consulting.com)

Or Register ONLINE:

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

#### Testimonials:

“The most significant results were demonstrated this week; the team's effectiveness and efficiency has increased dramatically and they have really come together as a team now.”

“Class exercises really helped demonstrate how to apply the principles.”

“Excellent class. The week went by quickly.”

“Instructor gave really good in depth explanations when needed.”

### What is ITIL Release and Control?

This course focuses on the implementation and management of the processes and functions involved in achieving control and stability within an IT infrastructure. These include effective Change and Release Management processes, based on an effective Configuration Management system. It is aimed at optimizing quality of service by responding to the need for changes in a controlled and time-effective manner, while also keeping information about the infrastructure up-to-date and relevant.

### ITIL Practitioner Release and Control covers the following subjects:

- Managing the Release and Control processes
- Organizing the Release and Control processes
- Optimizing the Release and Control processes

#### **Managing**

- Plan the key activities for the Change Management, Release Management, and Configuration Management processes.
- Plan the exchange of appropriate information to manage the Release and Control processes.
- Initiate actions to ensure that the key activities in the Release and Control processes meet the objectives set.
- Report on the effectiveness and efficiency of the activities in the Release and Control processes.

#### **Organizing**

- Organize the exchange of appropriate information with other processes.
- Provide Change, Release, and Configuration Management information to other IT Service Management processes, users, and suppliers.
- Maintain the procedures of the Release and Control processes.

## Your Instructor:

Silvia Prickel, Agilità Vice President Service Management and Training. Silvia is Service Manager Certified and a Six Sigma Black Belt with more than 20 years of IT experience. She is a dynamic speaker, with lots of energy and enthusiasm. Her passion for Process Management spills out in her lectures. Her practical experience helps the students associate the theory with reality!

## Who is Agilità?

Agilità Consulting is the leading company in the United States which exclusively focuses on IT Service Management consulting, implementation, training, and continuous improvement using ITIL framework and COBIT principles. Agilità also helps organizations with ISO 20000 and ISO 17799 certifications.

The experts implementing these projects will be the same people who implemented ITIL and BS15000 certification at HP worldwide and WIPRO, the first in India.

Agilità's trained and certified consultants understand ITIL and also the specific needs of our clients.

## Interested in ITIL Courses?

Agilità is offering several ITIL Courses this Spring – view our catalog at:

<http://www.agilitaUSA.com>

## Visit Our Website:

<http://www.agilita-consulting.com>

- Maintain the baselines of configurations and the status information of Configuration Items.
- Provide instructions for designing, building, and configuring releases.
- Advise on the back-out and test plans for changes and releases.
- Plan the implementation of releases.
- Monitor the logistics (storage, transport, deployment and/or delivery, implementation) for releases (whether purchased or developed internally).
- Coordinate and monitor changes (including preparing and taking part in Change Advisory Board meetings).

## **Optimizing**

- Monitor and optimize the Release and Control processes.
- Propose improvements, based on the results of monitoring and/or reviews.
- Plan and conduct change, release, and configuration audits.

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## Who should attend this workshop?

The ITIL Practitioner Release and Control 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 which has implemented, or has just started implementing, ITIL based Release and Control processes.

The target group consists of operational staff and managers wishing to extend their skills in planning, monitoring, reporting, and optimizing, related to the processes of Change, Release, and Configuration Management.

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## Prerequisites:

Prerequisites for the Practitioner Certification exam:

- The ITIL Foundation Certificate
- Before taking the Practitioner examination the candidate must have attended accredited training and successfully completed the practical assignments

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