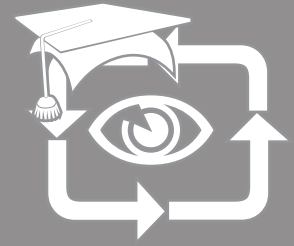


Release Control 9.2 End-User Course



Quick-Start Solutions • Lasting Results

Overview

This course is designed to provide students with an understanding of the fundamental concepts of the HP Release Control application. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course will provide the detailed lessons on all of Release Controls modules such as the Analysis, Implementor, Director and Dashboard modules. By fully understanding the Release Control modules and concepts you can therefore make informed decisions on your change requests. Effectively leveraging data from Impact Analysis, Risk Calculation, Collision and Similarity data reduces service downtime from change. The discussions and scenario-based exercises reinforce skills to optimize business outcomes through efficient use of the HP Release Control application.

Objectives

- Understand the purpose of a decision support tool for Change Management
- Understanding the HP Release Control Change Lifecycles and Modules
- Become familiar with the architecture, integrations and system-level components of HP Release Control
- Understand the functionality of the Release Control Analysis, Director, Implementor and Dashboard Modules
- How to use Release Control's approval processes, activities and functions to achieve operational excellence
- Effectively use HP Release Control for Change Impact Analysis, Risk Analysis, Collision Detection and Similarity Detection
- The Technology and Implementation Considerations Surrounding Release Control
- Challenges, Critical Success Factors and Risks associated with Release Control

Requirements

- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- Familiarity with the ITIL Foundations subject area and the Change Management System in particular
- General knowledge of IT operations, familiarity with business services, and Change management

Duration

- 3 days

Intended Audience

- *Members of the Change Advisory Board*
- *Application Owners*
- *Users and Administrators*
- *Change Managers*
- *Change Approvers*
- *Change Implementers*

Materials

LIST OF ITEMS NEEDED FOR COURSE, IF ANY

- *Projector and access to conference room/class room*
- *Individual work stations for each student*
- *Internet Connectivity and VPN access*