

Course Overview

Once change management has approved the implementation of a new service or update to an existing service, it is the role of release management to plan, build, test, and deploy that design into production. If your organization is experiencing difficulty in delivering timely releases that meet business's expectations and/or releases are difficult for operations to support and maintain, then this course is for you.

Through lecture and case studies, participants will learn the principals behind an effective release management process. This workshop is also filled with practical guidance, templates, quick wins, and tips for successfully implementing release management in your organization.

What You Will Learn

- ▶ The importance of a release management policy
- ▶ The role of release management in assuring service value (utility and warranty)
- ▶ How release management integrates with change, configuration, and other service management processes (process swim lanes, inputs and outputs)
- ▶ How project management and release management are related, yet different
- ▶ Success factors and metrics for release management

Who Should Attend

- Managers, process owners, business relationship managers, and stakeholders who need to gain a thorough understanding of how to deploy and/or assess and improve the service level management and service catalog processes in their organizations

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a free subscription to the
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Course Prices



Public Classroom Training: Interactive one-day course among peers.

Member Price: \$645 / Price: \$695



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Onsite Training: A one-day course conducted at your company's site.

Call 800.248.5667 for pricing.

Register

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Course Outline

Release Management

Unit 1: A Brief Overview of ITIL®

- An introduction to ITIL processes, lifecycle stages, and the role of IT service management

Unit 2: Change Management Overview

- How change management and release management work together
- Process swim lanes

Unit 3: Release Management In-Depth

- Purpose, goals, and objectives of release management
- Benefits and value to the business
- Release management and its relationship to other service management processes
- Roles and responsibilities
- Release management's major activities
 - Planning
 - Prepare for build, test, and deployment
 - Build and test
 - Plan and prepare for deployment
 - Deployment
 - Verification
 - Early life support
 - Review and closure of deployment

Unit 4: Measuring Release Management

- Success factors for release management
- Performance indicators for release management

Unit 5: Keys to Success

- Key factors for success
- Roles and responsibilities

Unit 6: Assessing the Maturity of Your Organization's Release Management Process

- The role of assessment in the ITIL continual service improvement plan
- Exercise: Assess the maturity of your release management process
- Continuous improvement: Your road map for success

This course is delivered in partnership with Propoint Solutions.



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