

Control processes

3.2 The candidate can propose improvements, based on results of monitoring and/or reviews

3.3 The candidate can plan and conduct change, release and configuration audits

List of basic concepts

In this section you will find the concepts that can be applied in the examination, listed by examination requirement.

Note that questions based on one of the examination requirements may also use terms listed under the heading for other requirements.

1 Managing the Release and Control processes

1.1 Plan key activities

- x IT Infrastructure
- x Configuration Item
- x Change
- x Release
- x Configuration Management Plan
- x Change Management Plan
- x Release Management Plan
- x Request for Change (RFC)
- x Change Advisory Board (CAB)
- x Urgent Change
- x Impact
- x Resource
- x Schedule
- x Issue
- x Build
- x Test
- x Implement
- x Post Implementation Review
- x Release planning
- x Release configuration
- x Release acceptance
- x Roll-out planning
- x Distribution
- x Installation
- x Configuration identification
- x Configuration control
- x Configuration status accounting
- x Configuration verification
- x Configuration audit
- x Configuration baseline
- x Configuration Management Database (CMDB)
- x Definitive Software Library (DSL)

- Business impact
- Technical impact
- Authorizing (approving)
- Prioritizing changes
- Close the change record

3 Optimizing the Release and Control processes

3.1 Monitor and optimize Release and Control processes

- Configuration Management tools
- Change Management tools
- Release Management tools

3.2 Propose improvements

- Audit

3.3 Plan and conduct audits and reviews

- Working instruction
- Review meeting

Justification of choices

To avoid repetition, terms have usually been listed under the first examination specification where they are used. If no specific basic concepts are listed for certain exam specifications, this means the relevant concepts have already been listed elsewhere.

Abbreviations that are used in the ITIL® Service Support book that could also be used in examination questions have been placed in brackets.

All concepts from the basic concepts of IT Service Management Foundation (based on ITIL®) may be used in questions for the IT Service Management Practitioner: Release & Control (based on ITIL®) examinations. Those which specifically belong to the domain of the Configuration management, Change Management or Release Management processes have been included in the list above, even if they also appear in the Foundation basic concepts. The list of basic concepts can be found under the Foundation exam requirements on our website.

Some terms in the above list are simply used in the Service Support book and are not defined. The candidate should recognize these terms and know how they are used. The candidate will not be asked for a precise definition.

Literature

OGC

Service Support (Especially Chapter 2, 7, 8, 9, and Appendix D)
Norwich: The Stationery Office, 2000
ISBN 0 11 330015 8

The exam

Referral to literature and notes is **not** permitted.

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