

SERVICE TRANSITION - RELEASE & DEPLOYMENT MANAGEMENT

“Delivering Change with Control – Master the Art of Seamless IT Service Releases”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

This course provides a detailed understanding of the Release and Deployment Management process, a key component of the ITIL® Service Transition lifecycle. It focuses on planning, scheduling, testing, and deploying releases to ensure the successful transition of services into the live environment. Participants will gain the skills to deliver stable, effective, and user-ready IT service deployments while managing risks and ensuring minimal disruption to business operations.

Objectives

- By the end of this course, participants will be able to:
- Understand the principles and purpose of Release & Deployment Management (RDM)
 - Plan and manage the full lifecycle of software, hardware, and configuration releases
 - Ensure service validation and testing are effectively applied before deployment
 - Coordinate release packages and manage change risks across environments
 - Apply industry best practices and governance standards to support live service transitions

Why Attend

If you are involved in managing change, launching IT services, or ensuring operational readiness, this course is essential to mastering the controlled, reliable release of technology solutions and updates.

Target Audience

- IT Release Managers & Coordinators
- Service Transition Professionals
- Configuration Managers & Change Managers
- IT Operations, Infrastructure & Project Managers
- DevOps and Agile IT Practitioners
- System Administrators and Deployment Engineers

Individual Benefits

- Gain hands-on experience with release policies and deployment workflows
- Learn to minimize business disruption during deployments
- Enhance cross-team coordination during service transitions
- Improve service quality through structured rollout strategies

Organizational Benefits

- Reliable and repeatable deployment processes
- Reduced incidents and service outages during new rollouts
- Faster time-to-value through automated and consistent releases
- Improved stakeholder confidence in IT delivery

Instructional Methodology

- Instructor-led training with real-life case scenarios
- Group projects simulating enterprise-wide release rollouts
- Checklists, templates, and policy examples provided
- Practical workshops and daily reviews

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to Release & Deployment Management

Module 1: Overview of ITIL® Service Transition and RDM Role (07:30 – 09:30)

Module 2: Principles of Release Types and Deployment Models (09:45 – 11:15)

Module 3: Policies, Planning, and Scope Definition (11:30 – 01:00)

Module 4: Stakeholder Identification and Communication Strategy (02:00 – 03:30)

Day 2: Planning and Building Releases

Module 1: Release Planning – Inputs from Change & Configuration (07:30 – 09:30)

Module 2: Building, Testing, and Preparing Release Units (09:45 – 11:15)

Module 3: Configuration Baselines & Supporting Asset Readiness (11:30 – 01:00)

Module 4: Release Package Assembly and Readiness Reviews (02:00 – 03:30)

Day 3: Deployment Approaches and Environment Management

Module 1: Deployment Options: Phased, Big Bang, Automated, and Manual (07:30 – 09:30)

Module 2: Environment Control and Pre-deployment Checks (09:45 – 11:15)

Module 3: Managing Dependencies & Rollback Planning (11:30 – 01:00)

Module 4: Midweek Simulation: Deployment Readiness Exercise (02:00 – 03:30)

Day 4: Transition Coordination and Risk Management

Module 1: Coordination with Change, Service Validation, and Testing (07:30 – 09:30)

Module 2: Release Governance, Risk & Impact Mitigation (09:45 – 11:15)

Module 3: Tools for Deployment Automation & Monitoring (11:30 – 01:00)

Module 4: Live Deployment Walkthrough – End-to-End Use Case (02:00 – 03:30)

Day 5: Post-deployment & Assessment

Module 1: Post-deployment Support & Early Life Support (07:30 – 09:30)

Module 2: Performance Metrics, Reporting, and Continual Improvement (09:45 – 11:15)

Module 3: Final Group Activity: Create a Release Plan & Deployment Strategy (11:30 – 01:00)

Module 4: Participant Presentations & Certification Wrap-up (02:00 – 03:30)

Certification

Upon successful completion, participants will receive a **Certificate of Completion** in Release & Deployment Management aligned with ITIL® Service Transition best practices. Optionally, this course can be mapped to support professional certification frameworks where applicable.

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