MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

SERVICE VALIDATION & TESTING - SERVICE ASSET & CONFIGURATION MANAGEMENT

"Ensure What You Deploy Is What Was Designed – Validate Services and Control Configuration Assets Effectively."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

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

Introduction

This course delivers in-depth knowledge and applied techniques for implementing and managing **Service Validation & Testing (SVT)** and **Service Asset & Configuration Management (SACM)** in alignment with ITIL® best practices. Delegates will gain the skills needed to validate new or changed IT services and maintain accurate records of IT assets and their relationships throughout the service lifecycle.

Objectives

Participants will be able to:

- Define and implement effective Service Validation & Testing strategies
- Conduct testing across the service lifecycle, from unit to acceptance
- Establish a robust Service Asset and Configuration Management process
- Build and maintain a Configuration Management System (CMS)
- Manage relationships between Configuration Items (CIs)
- Align SACM with Change, Release, and Incident Management

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Why Attend

Attending this course ensures your organization delivers dependable, well-tested services backed by structured configuration records, reducing failure risk and increasing service availability.

Target Audience

- IT Service Transition and Release Managers
- Quality Assurance & Test Analysts
- Configuration Managers
- Service Asset Owners and Process Designers
- IT Project Managers and Infrastructure Teams
- ITIL® Practitioners

Individual Benefits

- Become proficient in managing validation activities and configuration assets
- Build strong foundations for IT service reliability and governance
- Enhance career paths in ITSM, QA, and configuration management
- Support intermediate-level ITIL® exam preparation

Organizational Benefits

- Deliver tested, verified, and dependable IT services
- Reduce deployment risks through controlled validation
- Achieve operational efficiency with a reliable configuration repository
- Improve incident diagnosis and change control effectiveness

Instructional Methodology

- Instructor-led sessions with real-world examples
- Testing simulations and validation strategies
- Configuration modeling using CMS and CI libraries
- Hands-on labs, case studies, and role-based exercises

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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: Foundation of SVT & SACM

Module 1: ITIL® Overview and Role of SVT & SACM in Service Transition (07:30 – 09:30)

Module 2: Purpose, Scope & Policies of Service Validation & Testing (09:45 – 11:15)

Module 3: Introduction to Service Asset & Configuration Management (11:30 – 01:00)

Module 4: Roles and Responsibilities – Validation Analysts, Config Managers (02:00 – 03:30)

Day 2: Planning and Managing Service Validation

Module 1: Test Planning: Objectives, Conditions, and Environments (07:30 – 09:30)

Module 2: Types of Testing: Unit, Integration, System, UAT (09:45 – 11:15)

Module 3: Validation Against Business Requirements and SLAs (11:30 – 01:00)

Module 4: Hands-on: Building a Service Test Plan (02:00 – 03:30)

Day 3: SACM Process Design and CMS Architecture

Module 1: CI Identification, Classification, and Naming Conventions (07:30 – 09:30)

Module 2: Developing Configuration Models and Maps (09:45 – 11:15)

Module 3: CMS Tools, Data Integrity, and Reconciliation (11:30 – 01:00)

Module 4: Workshop: Designing a Configuration Structure for an IT System (02:00 – 03:30)

Day 4: Process Integration and Governance

Module 1: Linking SACM with Change, Incident & Release Management (07:30 – 09:30)

Module 2: Managing Relationships Between CIs (09:45 – 11:15)

Module 3: Test Data Management & Traceability (11:30 – 01:00)

Module 4: Case Study: Validating and Testing a New Service Deployment (02:00 – 03:30)

Day 5: Assurance, Compliance & Continuous Improvement

Module 1: Test Result Evaluation and Reporting (07:30 – 09:30)

Module 2: Metrics for SACM & SVT – KPIs, Audits, and Reviews (09:45 – 11:15)

Module 3: Continuous Improvement and Maturity Assessment (11:30 – 01:00)

Module 4: Final Assessment & Group Presentation: Test and Configuration Strategy (02:00 – 03:30)

Certification

Participants will receive a **Certificate of Completion in Service Validation & Testing and Configuration Management** aligned with ITIL® best practices. This training supports progression to advanced ITSM roles and certifications (e.g., ITIL® 4 Managing Professional or ISO/IEC 20000).

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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