

1340- ITIL Practitioner Release and Control - (IPRC)

This is a 4-day class with an optional 5th day for exam preparation and execution.

Module	Title
0	General Information
1	Introduction
2	Organization
3	ITIL Overview
4	Process Maturity
5	Process Descriptions
6	Configuration Management
7	Change Management
8	Release Management
9	Case Study
10	Exercises
11	Exam Requirements
12	Sample Exam