

Service Transition: Testing, Validation and Evaluation - What's the Difference?

The concept of Testing is well known. But what about Validation and Evaluation? What are these? Where do they fit in? How do they integrate and flow?

Learning Nuggets:

- Understand Testing, Validation and Evaluation
- Understand the processes behind the terms
- Understand how these integrate within Service Transition

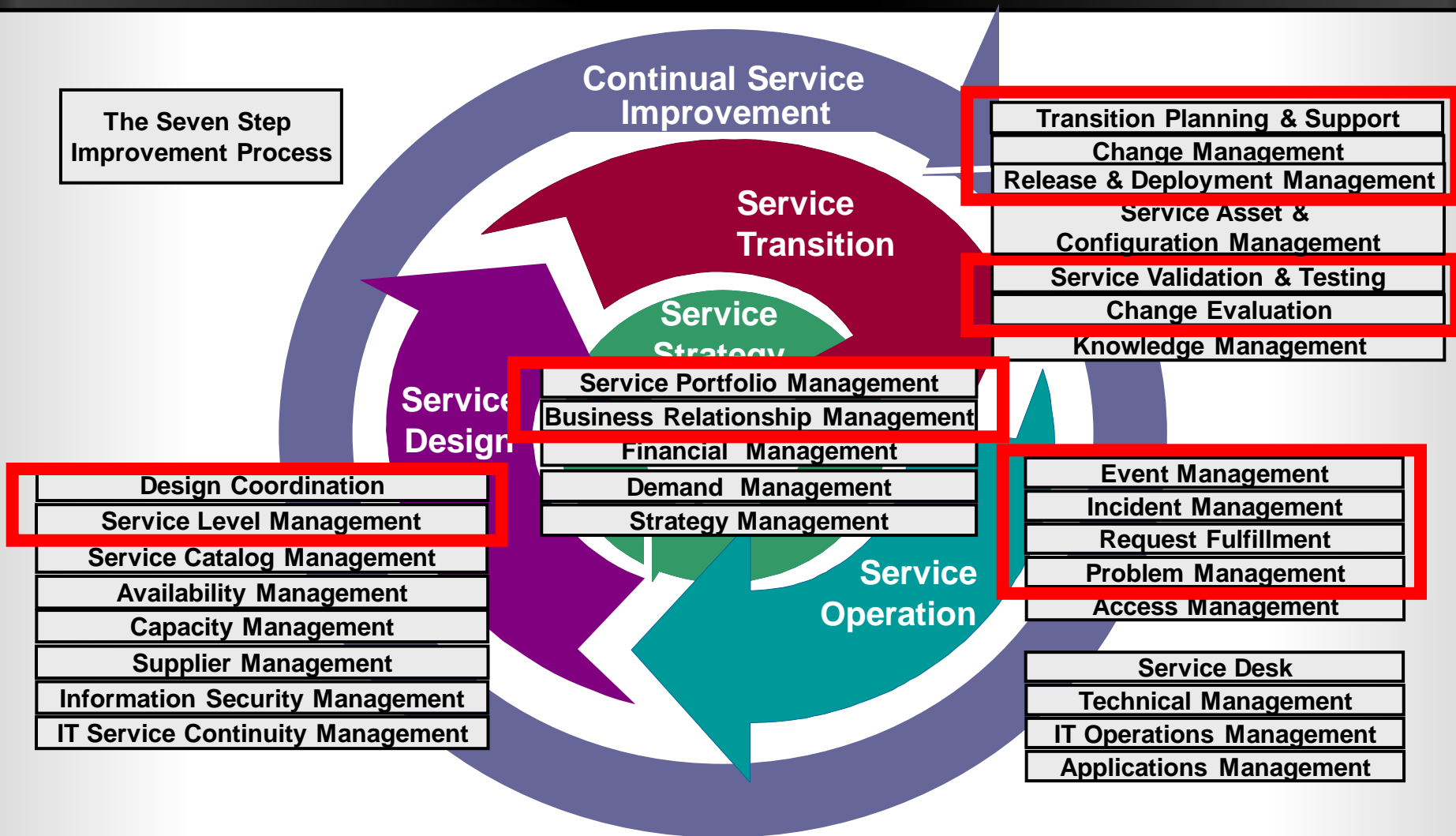


Agenda

- Review the Service Lifecycle
- Define Terminology and Processes
- Sequence Testing, Validation and Evaluation
- Discuss the Service-V Model
- Integrate with Change and Release & Deployment
- Wrap up

Service Lifecycle Review

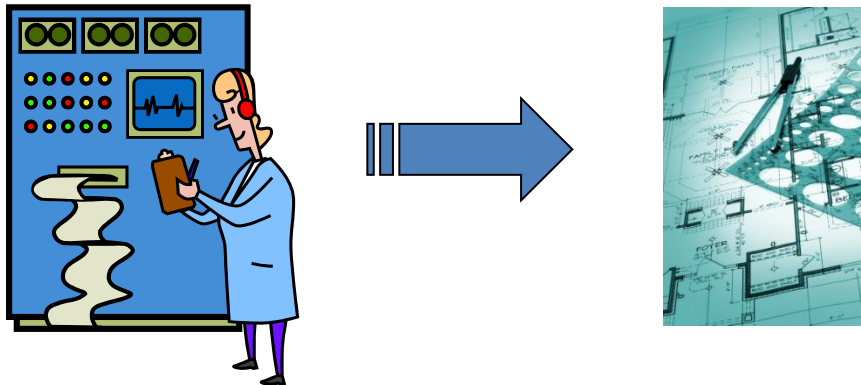
The Seven Step Improvement Process



Definitions: Testing

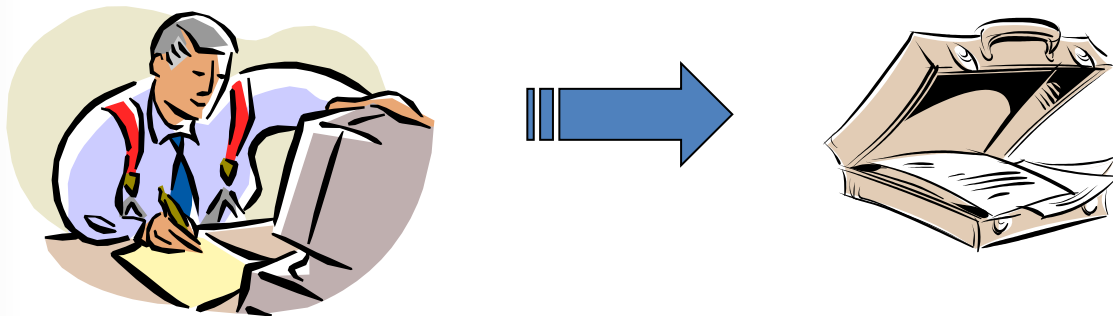
Testing

- Activity that **verifies** a configuration item, IT service, or process matches its **specification** or agreed requirements



Validation

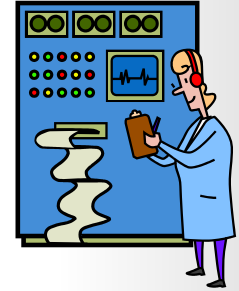
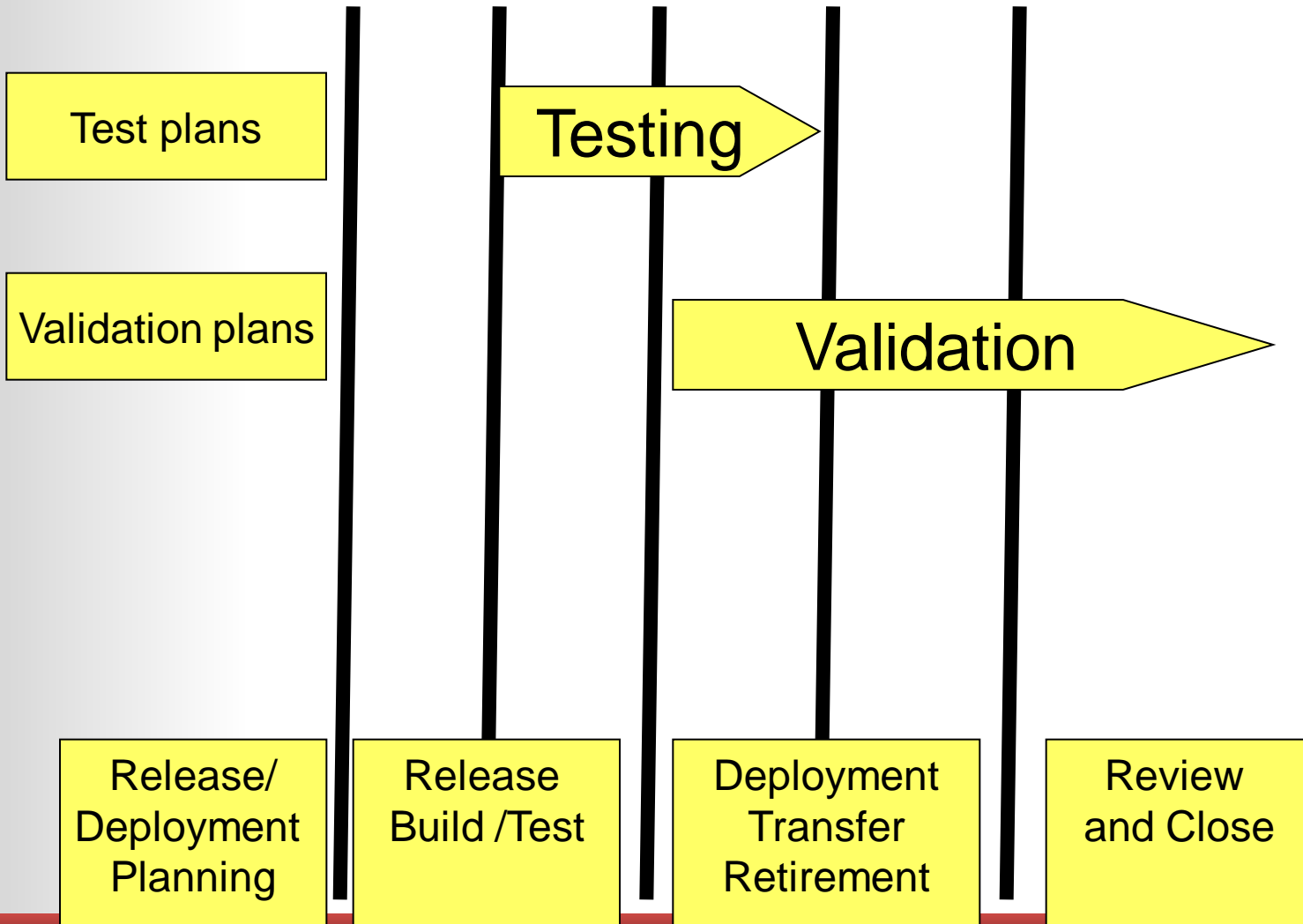
- **Ensures** a configuration item, IT service, or process meets the needs of the business
 - ie: business **requirements** are met even though these may have changed since the original design)



Purpose

- Ensures a new or changed IT Service matches its design specification and meet the needs of the business
 - Validate fit for purpose
 - Assure fit for use
 - Provide confidence the new or changed IT Service delivers expected customer outcomes and value

Sequencing Activities



Evaluation

- Formal **assessment** of a new or changed IT service to ensure that **risks** have been managed and to help determine whether to authorize the change



Change Evaluation Process

Purpose

- Assess a Service change for:
 - actual performance vs. predicted performance
 - by considering both the unintended and the intended effects of the Service change
 - identify & manage risks to business outcomes and the IT infrastructure
- Support the Change process when making authorization decisions

Basic Service Change Types

Major Changes

- Significant Impact (business and financial)



Normal Changes

- Centralized Assessment and Control

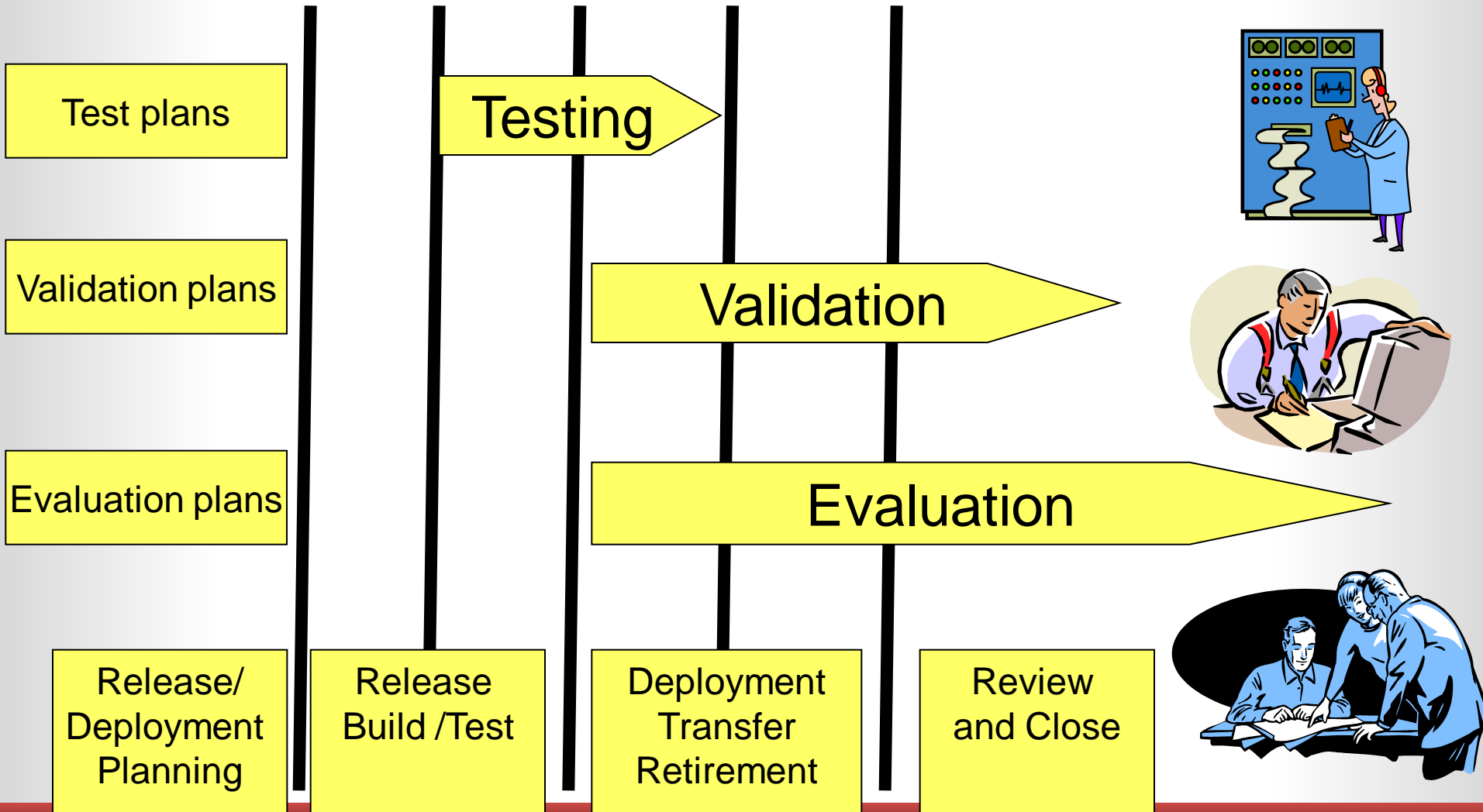
Emergency Changes

- Rapid Centralized Assessment and Control

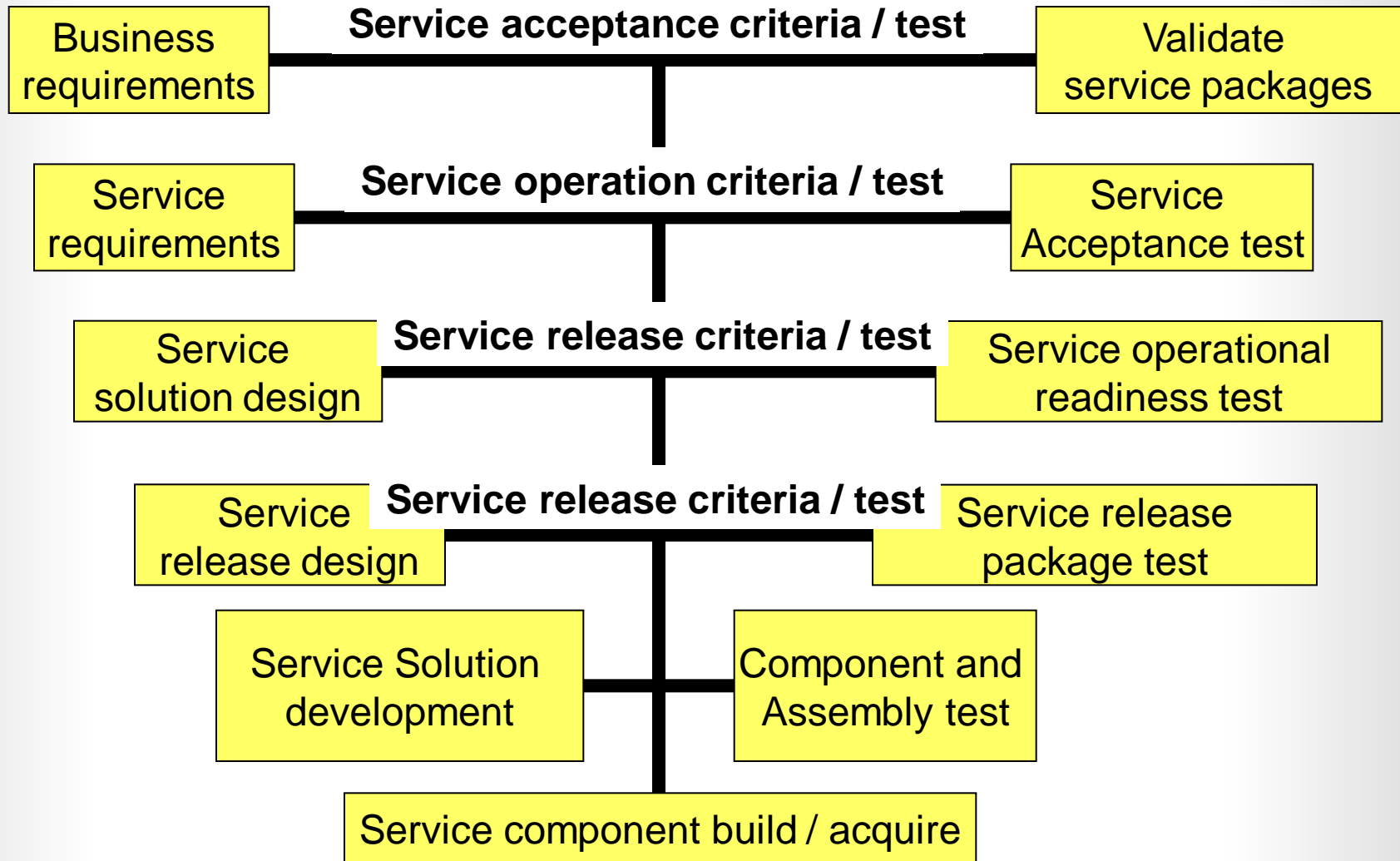
Standard Changes

- Pre Approved and Delegated

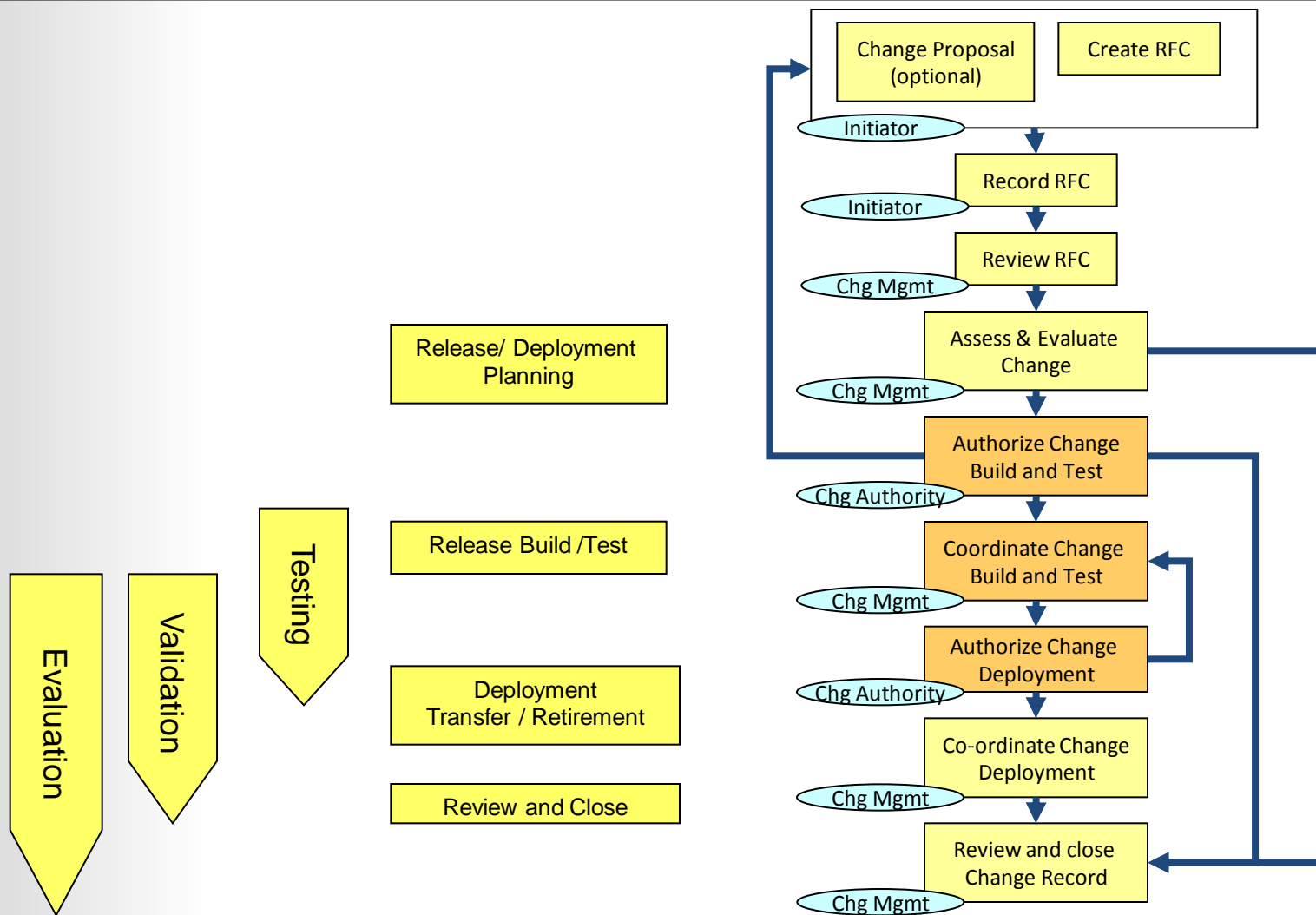
Sequencing Activities



Service-V Model



ITIL Change Process





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