



Consulting and Training | Reach New Heights

Course Name

IT Services Release, Validation & Customer Experience Management

Sector Name

Instrumentation & Controls

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IT Services Release, Validation & Customer Experience Management

Course Introduction

In today's fast-paced and customer-centric digital environment, ensuring the successful release and validation of IT services is essential for operational excellence and business satisfaction.

This **5-day** training course focuses on mastering the processes of IT service release, thorough validation techniques, and the integration of customer experience strategies. Participants will gain the practical knowledge needed to manage seamless rollouts, verify service readiness, and design user-focused experiences that drive loyalty and value.

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IT Services Release, Validation & Customer Experience Management

Target Audience

- ✓ IT Service Managers and Coordinators
- ✓ Release and Deployment Managers
- ✓ Technical Project Managers
- ✓ Service Quality Assurance Professionals
- ✓ Customer Experience and Success Managers
- ✓ Business Analysts and Operations Specialists
- ✓ Digital Transformation Leads
- ✓ Product Owners and UX Designers are involved in service delivery

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IT Services Release, Validation & Customer Experience Management

Learning Objectives

- ✓ Understand the lifecycle and key stages of IT service release and validation
- ✓ Plan, coordinate, and execute reliable IT service deployments
- ✓ Implement service testing and validation techniques to ensure readiness
- ✓ Design customer journey experiences aligned with business expectations
- ✓ Use customer feedback to improve post-release satisfaction
- ✓ Apply CX metrics such as NPS, CSAT, and CES to monitor service impact
- ✓ Foster collaboration between IT and customer-focused departments

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Course Outline

✓ 01 Day One

Introduction to Service Release & Validation

- ✓ Overview of IT service release lifecycle
- ✓ Objectives and scope of release and validation processes
- ✓ Release planning and stakeholder alignment
- ✓ Types of releases: major, minor, emergency
- ✓ Governance and compliance considerations

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Course Outline

✓ 02 Day Two

Planning and Executing Service Releases

- ✓ Developing release schedules and implementation plans
- ✓ Tools and techniques for deployment management
- ✓ Coordinating cross-functional teams during release
- ✓ Risk identification and mitigation strategies
- ✓ Change control and versioning management

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Course Outline

✓ 03 Day Three

Service Validation and Readiness Assurance

- ✓ Validation and testing techniques for IT services
- ✓ Creating service acceptance criteria and test cases
- ✓ Service readiness assessment and checklists
- ✓ Defect tracking and resolution processes
- ✓ User acceptance testing (UAT) and service sign-off

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Course Outline

✓ 04 Day Four

Customer Experience and Service Impact

- ✓ Introduction to customer journey mapping
- ✓ Linking service performance with user expectations
- ✓ Collecting and analyzing user feedback
- ✓ Designing personalized service experiences
- ✓ Cross-functional collaboration for CX success

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Course Outline

✓ 05 Day Five

Measuring, Reporting & Continuous Improvement

- ✓ CX metrics: NPS, CSAT, CES, and their application
- ✓ Post-release evaluation and service reporting
- ✓ Root cause analysis and service review meetings
- ✓ Continuous improvement cycles
- ✓ Creating a personal action plan for implementation

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 24, 2026	Aug. 28, 2026	5 days	4950.00 \$	Netherlands , Amsterdam
Nov. 23, 2026	Nov. 27, 2026	5 days	4250.00 \$	UAE , Dubai
Jan. 25, 2027	Jan. 29, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
May 24, 2027	May 28, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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