



# Service Validation & Testing

*ITILv3 Foundations*

<http://www.jasondion.com>

## Service Validation & Testing

- Provides separate and more focused support for testing prior to release
- Service Validation and Testing aid in higher levels of quality control and less errors



## Important Considerations

- Testing is performed under both the Change Management process and the Release & Deployment process
- Different testers than the Release & Deployment personnel conduct the testing to ensure compliance and proper validation

