

ITIL® 4 SPECIALIST: HIGH VELOCITY IT TRAINING AND CERTIFICATION

WHAT IS ITIL® 4 HVIT?

- The ITIL 4 High-Velocity IT (HVIT) qualification is intended to provide the candidate with an understanding of the ways in which digital organizations and digital operating models function in high-velocity environments, focusing on rapid delivery of products & services to obtain maximum value. The qualification will provide the candidate with an understanding of working practices such as Agile and Lean, and technical practices and technologies such as 'the cloud', automation, and automatic testing.
- The ITIL 4 High-Velocity IT qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows.services. The course covers key topics like service level-agreement design, multi-supplier management, relationship management, customer and user experience design, customer journey mapping, and more. Individuals can expect to walk away with the tools required to drive user engagement and boost internal and external stakeholder satisfaction.

BENEFIT OF ITIL® 4 HVIT

- The main benefit of using ITIL 4 High Velocity IT is that HVIT enables organizations to use digital technology to do business significantly differently.
- For commercial organizations, these translate into a combination of more revenue, higher prices, and lower costs & risks.
- HVIT will help you as a professional to converge business goals with IT goals.
- HVIT will improve performance with Lean, Agile, and DevOps methods.
- It Increases the speed and quality of services.



WHO SHOULD ATTEND?

ITIL Specialist High Velocity IT is aimed at IT managers and practitioners involved in delivering digital services or involved in Agile, DevOps, Lean, or other digital transformation projects working within or towards high-velocity environments. Here are some of the roles and titles that we often see in an

HVIT course:

- Project, Program, and Portfolio Managers
- Change and Release Managers
- Cyber Security Managers
- DevOps Engineers
- Software Developers
- Cloud Architects
- Consultants
- Architects
- Product Owners
- Scrum Masters

LEARNING OBJECTIVES

Understand the concepts regarding the high-velocity nature of the digital enterprise, including the demands it places on IT:

- Learn when the transformation to high-velocity IT is desirable and feasible

Understand the digital product life cycle in terms of the ITIL "operating model"

Understand the importance of the ITIL guiding principles and the other fundamental concepts for delivering high-velocity IT

Discover how to contribute to achieving value with digital products

- Learn how the service provider ensures valuable investments are achieved
- Learn how the service provider ensures fast deployment is achieved
- Learn how the service provider ensures resilient operations are achieved
- Learn how the service provider ensures co-created value is achieve
- Learn how the service provider ensures assured conformance is achieved



COURSE CONTENTS

Module 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Target Audience
- Characteristics
- ITIL® 4 Certification Scheme
- Course Components
- Course Agenda
- Module-End Exercises
- Exam Details

Module 2: Introduction to High-Velocity IT

- High-Velocity IT
- Digital Technology
- Digital Organizations
- Digital Transformation

Module 3: High-Velocity IT Approaches

- Relevance of High-Velocity IT Approaches
- High-Velocity IT Approaches in Detail

Module 4: High-Velocity IT Operating Models

- Introduction
- ITIL Perspective
- High-Velocity IT Aspects
- High-Velocity IT Applications

Module 5: ITIL Building Blocks for High-Velocity IT

- Digital Product Lifecycle
- Service Value Streams
- Four Dimensions of Service Management
- ITIL Management Practices

Module 6: High-Velocity IT Culture

- Key Behavior Patterns
- ITIL Guiding Principles

Module 7: Supporting Models and Concepts for Purpose

- Ethics
- Design Thinking



CERTIFICATION

ITIL® 4 HVIT Certification Information:

- Exam Duration: 90 Minutes
- Number of Question: 40 Questions
- Level of Qualification: Intermediate
- Open book: No
- Exam Format: Multiple Choices
- Exam Pass Mark: 28 out of 40 (70)
- Electronic Devices Permitted: No

PREREQUISITE

- For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.