

ITIL® 4 Specialist: High Velocity IT



CATEGORY
IT Service Management



LEVEL
Advanced



DURATION
3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

The target audience for this qualification is:

- individuals continuing their journey in service management
- ITSM managers & aspiring ITSM managers
- IT managers & practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments
- existing ITIL qualification holders wishing to develop their knowledge.

PREREQUISITES

ITIL® 4 Foundation certificate is required.

EXAM INFO

- 90 minutes duration
- 40 multiple-choice questions
- 28/40 required to pass
- Closed book

CERTIFICATE

ITIL® 4 Specialist: High Velocity IT

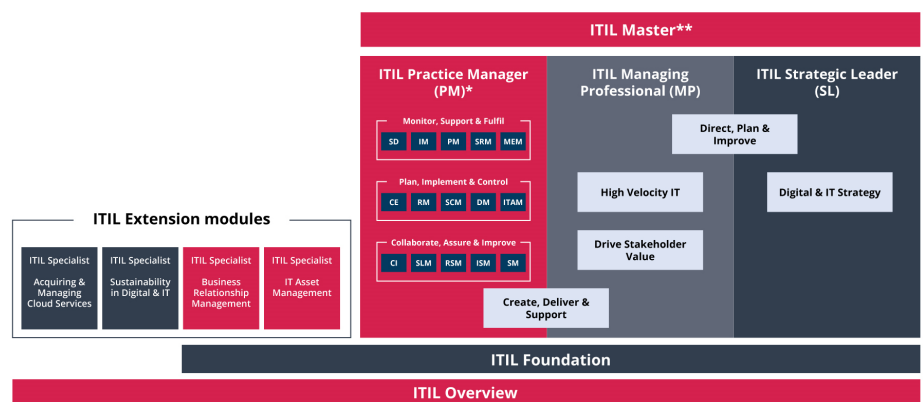
EXAM BODY

AXELOS (PeopleCert)

COURSE DESCRIPTION

ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

The ITIL 4 Certification scheme:



* To be awarded the Practice manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, either individually or as ONE of the three pre-bundled course. These may include the ITAM and BRM extension module from the Practice manager track.

** ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

ITIL 4 Specialist: High Velocity IT (HVIT) is aimed at practitioners responsible for managing and integrating stakeholders, those that focus on customer journey and experience, and those that are responsible for fostering relationships with partners and suppliers.

ITIL® 4 Specialist: High Velocity IT



RELATED TRAINING

- ITIL® 4 Specialist: Create Deliver & Support
- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- ITIL® 4 Specialist: Monitor, Support & Fulfil
- SDI® Service Desk Analyst
- SDI® Service Desk Manager
- ISO/IEC 20000 Foundation
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner
- AgilePM® Agile Project Management Foundation
- P3.Express Practitioner

EDUCATION SOLUTIONS

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COURSE AND LEARNING OBJECTIVES

This course prepares students for the ITIL 4 High Velocity IT exam. After participating in this course, a candidate can demonstrate sufficient understanding and application of ITIL 4 to High Velocity IT, 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 course will also 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.

COURSE APPROACH

This course is delivered in a classroom setting using a case study and exercises that are designed to guide candidates, whether they are customers or service providers, through the principles and practices of co-creating value through services. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 HVIT test.

COURSE STUDENT MATERIAL

Students will receive an official core guidance eBook, official courseware from AXELOS and exam voucher.

CONCEPTS COVERED

1. Introduction to High-Velocity IT

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

2. High-Velocity IT Approaches

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

3. High-Velocity IT Operating Models

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

4. ITIL Building Blocks for High-Velocity IT

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



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ITIL® 4 Specialist: High Velocity IT



EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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5. High-Velocity IT Culture

- Key Behavior Patterns
- ITIL Guiding Principles

6. Supporting Models and Concepts for Purpose

- Ethics
- Design Thinking

7. Supporting Models and Concepts for People

- Reconstructing for Service Agility
- Safety Culture
- Stress Prevention

8. Supporting Models and Concepts for Progress

- Working in Complex Environments
- Lean Culture
- ITIL Continual Improvement Model

9. High-Velocity IT Objectives and Techniques

- High-Velocity IT Objectives
- High-Velocity IT Techniques

10. Techniques for Valuable Investments

- Valuable Investments – The Measurement Criteria
- Valuable Investments – Need and Benefits
- Digital Product Lifecycle and Potential Value Realization
- Prioritization Techniques
- Minimum Viable Products and Services
- Product/Service Ownership
- A/B Testing

11. Techniques for Fast Developments

- Basic Concepts Related to Fast Development
- Infrastructure as Code
- REVIEWS
- Continual Business Analysis
- Continuous Integration / Continuous Delivery (CI/CD)
- Continuous Testing
- Kanban

12. Techniques for resilient Operations

- Introduction to Resilient operations
- Technical Debt
- Chaos Engineering
- Definition of Done
- Version control
- Algorithmic IT Operations
- ChatOps
- Site Reliability Engineering (SRE)

13. Techniques for Co-created Value

- Basic concepts of co-created value
- Service experience

14. Techniques for Assured Conformance

- Introduction to Assured Conformance
- DevOps Audit Defense Toolkit
- DevSecOps
- Peer Review



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