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ITIL 4 Specialist: High Velocity IT Training

ITIL (PeopleCert) Authorized Training · Applied Technology Academy

In ITIL 4 High Velocity IT is about creating an environment where people immediately adapt when new business processes, plans and services are agreed, developed, and deployed. It is about enabling digital organizations to function effectively and efficiently in high-velocity environments.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Advanced	**3 Days**	**ITIL 4 Foundation + accredited training**	**$103,847**	**No**

Course Overview

This course provides 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 Cloud, Automation, and Automatic Testing. The course is based on the ITIL 4 best practice service value system featured in the latest guidelines.

By engaging these perspectives organizations can more effectively begin and continue on their digital journey.

The HVIT course covers all of the activities in the Service Value Chain (SVC) from the perspective of:

- How to exploit disruptive technologies?
- How do I go fast?
- Disruptive Technologies

HVIT looks at the disruptive technologies from 3 perspectives:

- What are the disruptive technologies?
- How the ITIL practices relate to them?
- How can you exploit the disruptive technologies?

With the HVIT Certifications you will learn how to:

- Recognize and manage complex adaptive systems
- Bridge the development and operations gap
- Improve performance with Lead, Agile and DevOps methods
- Increase the speed and quality of services
- Make value-creating digital and IT investments

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Course Outline

Understand the following terms:

- Digital organization
- High velocity IT
- Digital transformation
- IT transformation
- Digital products
- Digital technology
- Understand when the transformation to high velocity IT is desirable and feasible

The five objectives associated with digital products – to achieve:

- Valuable investments – strategically innovative and effective application of IT
- Fast development - quick realization and delivery of IT services and IT-related products
- Resilient operations - highly resilient IT services and IT-related products
- Co-created value - effective interaction between service provider and consumer
- Assured conformance - to governance, risk and compliance (GRC) requirements

Understand how high velocity IT relates to:

- The four dimensions of service management
- The ITIL service value system
- The service value chain
- The digital product lifecycle

Understand the following concepts:

- Ethics
- Safety culture
- Toyota Kata
- Lean / Agile / Resilient / Continuous
- Service-dominant logic
- Design thinking
- Complexity thinking

Know how to use the following principles, models and concepts:

- Ethics
- Safety culture
- Lean culture
- Toyota Kata
- Lean / Agile / Resilient / Continuous

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- Service-dominant logic
- Design thinking
- Complexity thinking

To contribute to:

- Help get customers' jobs done
- Trust and be trusted
- Commit to performance
- Deal with uncertainty
- Improve by being inquisitive
- Know how the service provider ensures valuable investments are achieved

Know how to use the following practices to contribute to achieving valuable investments:

- Portfolio management
- Relationship management
- Know how the service provider ensures fast deployment is achieved

Know how to use the following practices to contribute to achieving fast deployment:

- Architecture management
- Business analysis
- Deployment management
- Service validation and testing
- Software development and management
- Know how the service provider ensures resilient operations are achieved

Know how to use the following practices to contribute to achieving resilient operations:

- Availability management
- Capacity and performance management
- Monitoring and event management
- Problem management
- Service continuity management
- Infrastructure and platform management
- Know how the service provider ensures co-created value is achieved

Know how to use the following practices to contribute to achieving co-created value with:

- Relationship management
- Service design
- Service desk
- Know how the service provider ensures assured conformance is achieved

Know how to use the following practices to contribute to achieving assured conformance:

- Information security management
- Risk management

Intended Audience

In order to take this exam students must have completed an accredited High Velocity IT (HVIT) course.

Exam Details:

- The HVIT exam is a ‘closed book” exam
- Publications are not permitted to be used in the exam
- The exam is 90 minutes in duration
- Students taking the exam in a language that is not their native language are awarded 25% extra time
- There are 40 questions, each worth 1 mark
- You need to get 28 questions correct (70%) to pass the exam
- The questions are all multiple choice

Prerequisites

Candidates must hold the ITIL 4 Foundation certificate .

Follow-On Courses

- ITIL 4 Strategist: Direct, Plan & Improve
- ITIL 4 Specialist: Drive Stakeholder Value
- ITIL 4 Specialist: Create, Deliver & Support

Ready to enroll? Call 800.674.3550 or email Info@AppliedTechAc.com — private team cohorts, GSA MAS purchasing, military credentialing funding, VA GI Bill and VR&E and student financing available.