

ITIL® 4 HIGH VELOCITY IT (HVIT)

ABSTRACT

As organizations use information and related technologies to do business differently, the ability to rapidly launch new products and services to keep up with the competition becomes critical. To compete in this high-velocity environment, organizations must greatly intensify their agility, speed, cost-effectiveness, and responsiveness.

This three-day course encompasses the ways in which organizations and digital operating models function in high-velocity environments, with a focus on the quick delivery of products and services to gain maximum business value.

By highlighting the difference between IT transformation and digital transformation, the ITIL 4 Specialist High Velocity IT module enables the identification of new opportunities for digital investment, leading to significant business enablement. Embedding effective digital services at its core, it will provide candidates with all the tools they need to update their skills for the digital era. At the same time, it will enable organizations to make the right investments, in order to meet and exceed business goals

This qualification will provide IT practitioners with an understanding of working practices like Agile and Lean, and technical practices and technologies such as cloud, automation, and automatic testing.

LEARNING OBJECTIVES

This three-day workshop will enable participants to:

- Understand the concepts regarding the high-velocity nature of the digital enterprise, including the demands it places on IT.
- Be familiar with the digital product life cycle in terms of the ITIL® operating model “.
- Recognize the importance of the ITIL guiding principles and the other fundamental concepts for delivering high-velocity IT.

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- Discover how to contribute to achieving value with digital products.
- Learn about the high-velocity IT objectives including valuable investments, fast development, resilient operations, value co-creation and assured conformance.
- Apply working practices such as Agile and Lean, and technical practices and technologies such as The Cloud, Automation, and Automatic Testing.
- Be prepared for ITIL 4 High Velocity IT Exam.

WHO SHOULD ATTEND

This course is aimed at individuals in management and service management roles who have a responsibility for the above noted practices as well as individuals who want to acquire the ITIL Managing Professional (MP) designation.

PREREQUISITE

The prerequisite for this course is that the candidate must have passed the ITIL 4 Foundation examination.

COURSE MATERIALS

Each participant will receive a course binder containing copies of presentation slides, exercises, and suggested solutions.

ITIL 4 HIGH VELOCITY IT CERTIFICATION EXAM

Participants are required to write ITIL 4 High Velocity IT Exam at the end of the course. The exam consists of 40 multiple choice questions, with a passing score of 28, equating to 70%.

COURSE CONTENTS

1. High Velocity IT Concepts
2. Digital Product Lifecycle
3. Delivering High Velocity IT - Culture
4. Achieving Value with Digital Products
5. Wrap Up, Mock Exam and Closing
6. ITIL 4 High Velocity IT Exam

