

ITIL® 4 Specialist: High Velocity IT - Including Exam

Duration: 365 Days **Course Code: ITIL4HVIT** **Delivery Method: e-Learning**

Overview:

The ITIL® 4 Specialist High Velocity IT (HVIT) module explores how digital organizations and digital operating models function in high velocity environments. It will help aspiring organizations and practitioners to understand the difference between IT transformation and digital transformation and know where to make digital investment for significant business enablement. This module will enable traditional practitioners and organizations to update their skills and working methods for the digital era.

ITIL® 4 HVIT focuses on the characteristics of high velocity organizations and demonstrates how ITIL®'s operating model, principles and operational practices can be used for digital delivery, from optimization to radical transformation.

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning. **Format: Subscription**

What's included:

- 12 month online access
- Official eBook
- Exam voucher – available in 11 languages
- Learning Resource Kit
- Interactive eLearning
- Auto-marked sample papers, Casestudies and Practical exercises
- Device-friendly Mobile-optimised
- 8-10 hour content

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Target Audience:

Service Designer; Release Manager Cloud Architect DevOps Engineer Software Developer Automation Specialist Test Engineer Scrum Master Business Transformation Manager Applications Engineer Cloud Software Network Engineer IT Operations Manager

Objectives:

- **The ITIL® Specialist Module, HVIT will help you to:**
- Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT
- Understand the digital product lifecycle in terms of the ITIL® 'operating model'
- Understand the importance of the ITIL® Guiding Principles and other fundamental concepts for delivering high velocity IT
- Know how to contribute to achieving value with digital products

Prerequisites:

Candidates must hold the ITIL® 4 Foundation and be able to demonstrate that they have undertaken accredited training before taking the HVIT exam.

Testing and Certification

Successful completion of this course and exam provides a standalone qualification or can be counted towards ITIL® 4 Managing Professional designation.

Follow-on-Courses:

- ITIL® 4 Specialist: Create, Deliver, Support + examen
- ITIL® 4 Leader: Digital and IT Strategy + examen
- ITIL® 4 Strategist: Direct, Plan, Improve + examen
- ITIL® 4 Specialist: Drive Stakeholder Value + examen

Content:

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
- 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

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/