ITIL® 4 Specialist: High Velocity IT - Including Exam

Varighed: 3 Days **Kursus Kode: ITIL4HVIT**

Beskrivelse:

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 2019 guidelines.

This course includes a web proctored exam.
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Målgruppe:

This course is aimed at individuals continuing their journey in service management, ITSM managers and aspiring ITSM managers, IT managers and practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments.

Agenda:

- **After you complete this course you will be able 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.

Forudsætninger:

Attendees should meet the following prerequisites:

- Candidates must hold the ITIL® 4 Foundation certificate.

Test og certificering

Recommended preparation for exam(s):

ITIL® 4 - High Velocity IT Exam

90 minutes, 40 multiple-choice questions. Pass mark 28/40 – 70%

Exam vouchers are provided with this course, this will have a validity of 12 months. You will need to schedule your exam within this time frame.

Yderligere Kurser:

The following courses are recommended for further study:

- ITIL® 4: Create, Deliver, Support
- ITIL® 4: Drive Stakeholder Value
- ITIL® 4: Direct, Plan, Improve

Indhold:

- 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

Additional Information:

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Students will receive a digital student kit and proctor exam voucher.

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

training@globalknowledge.dk

www.globalknowledge.com/da-dk/

Global Knowledge, Stamholmen 110, 2650 Hvidovre