

ITIL4 Specialist: High-Velocity IT (HVIT) Certification Program

Course Summary

Description

The ITIL best practice provides proven guidance to support organizations on their digital transformation journey. ITIL 4 is the next iteration that incorporates all the best from previous versions and expands on this body of knowledge, by providing a practical and flexible approach to support organizations with a focus on delivering customer outcomes and value through IT-enabled services.

ITIL 4 provides an end-to-end operating model for the delivery and operation of tech-enabled products and services. It enables IT teams to continue to play a crucial role in wider business strategy and also integrates concepts from other industry best practices such as Lean, Agile and DevOps.

The advanced-level ITIL 4 Managing Professional courses been developed for IT practitioners working within technology and digital teams across organizations. To obtain the ITIL 4 Managing Professional designation, the candidate needs to complete all courses in the ITIL 4 Managing Professional stream:

- ITIL 4 Specialist: Create, Deliver and Support
- ITIL 4 Specialist: Drive Stakeholder Value
- ITIL 4 Specialist: High Velocity IT
- ITIL 4 Strategist: Direct Plan and Improve

The ITIL 4 Specialist: High Velocity IT (HVIT) course provides an understanding of the ways in which digital organizations and digital operating models function in high velocity environments.

This course has a focus on the following aspects of the ITIL 4 Service Value Chain (SVC):

- All inputs, outputs and steps of the SVC

This is a full training package that includes the knowledge transfer as well as the associated certification exam.

Objectives

At the end of this course, students will be able to:

- Understanding concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT.
- Understanding the digital product lifecycle in terms of the ITIL 'operating model'
- Understanding the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT
- Knowing how to contribute to achieving value with digital products.
- Knowing how various practices contribute to HVIT.

Topics

- Understanding concepts regarding the high-velocity nature of the digital enterprise
- Understanding when the transformation to high-velocity IT is desirable and feasible.
- Understanding the five HVIT objectives associated with digital products to achieve:
- Understanding the digital product lifecycle in terms of the ITIL 'operating model'
- Knowing how to contribute to achieving value with digital products.

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Course Summary (cont'd)

Audience

- 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.
- Existing ITIL qualification holders wishing to develop their knowledge.

Prerequisites

- The candidate must have passed the ITIL 4 Foundation examination
- Attendance in an accredited training course for this module and successful completion of the certificate exam
- Exam details:
 - 90 minutes
 - Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e., 113 minutes in total.
 - 'Closed book' examination, 40 multiple choice questions, 70% or higher pass mark (28 or above correct out of 40)
- The ITIL 4 Specialist: High Velocity IT publication, (though not mandatory), is highly recommended reading in support of this advanced training ISBN: 9780113316410

Duration

Three days

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Course Outline

I. Understanding concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT through the concepts of:

- A. Digital organization
- B. High-velocity IT
- C. Digital transformation
- D. IT transformation
- E. Digital product
- F. Digital technology

II. Understanding when the transformation to high-velocity IT is desirable and feasible.

III. Understanding the five HVIT objectives associated with digital products to achieve:

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

IV. Understanding the digital product lifecycle in terms of the ITIL 'operating model', including:

- A. Understanding how high-velocity IT relates to:
 1. The four dimensions of service management
 2. The ITIL service value system
 3. The service value chain
 4. The digital product lifecycle
- B. Understanding the importance of the ITIL guiding principles and other fundamental concepts for delivering high-velocity IT, such as:
 1. Ethics
 2. Safety culture
 3. Lean culture
 4. Toyota Kata
 5. Lean / agile / resilient / continuous
 6. Service-dominant logic
 7. Design thinking
 8. Complexity thinking
- C. Knowing how to use these principles, models and concepts and how they contribute to:
 1. Helping to get customers' jobs done.

2. Trusting and being trusted
3. Continually raise the bar
4. Accepting ambiguity and uncertainty
5. Committing to continual learning

V. Knowing how to contribute to achieving value with digital products, by:

- A. Knowing how the service provider ensures valuable investments are achieved.
- B. Knowing how the following practices are used to contribute to achieving valuable investments.
 1. Portfolio management
 2. Relationship management
- C. Knowing how the service provider ensures fast development is achieved.
- D. Knowing how the following practices are used to contribute to achieving fast development:
 1. Architecture management
 2. Business analysis
 3. Deployment management
 4. Service validation and testing
 5. Software development and management
- E. Knowing how the service provider ensures resilient operations is achieved.
- F. Knowing how the following practices are used to contribute to achieving resilient operations:
 1. Availability management
 2. Capacity and performance management
 3. Monitoring and event management
 4. Problem management
 5. Service continuity management
 6. Infrastructure and platform management
- G. Knowing how the service provider ensures co-created value is achieved.
- H. Knowing how the following practices are used to contribute to achieving co-created value:
 1. Relationship management
 2. Service design
 3. Service desk
- I. Knowing how the service provider ensures assured conformance is achieved.
- J. Knowing how the following practices are used to contribute to achieving assured conformance:
 1. Information security management
 2. Risk management