ITIL® Specialist: High-Velocity IT (HVIT)

Duration: 3 Days

Method: Instructor-Led Training (ILT) | Live Online Training

Certification: ITIL4 Specialist: HVIT / ITIL 4 Managing Professional — Exam: ITIL® 4 Specialist: High-Velocity IT NOTE: *To achieve the ITIL 4 Managing Professional certification, candidates must pass all of the 4 Specialist and Strategist exams.*

Course Description

This course is designed to enable participants to explore how digital operating models and digital organizations function in high-velocity environments. It will help aspiring organizations, to operate in a similar way to successful digitally-native organizations. The course will also provide participants with an understanding of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing. The focus of these practices and technologies is on the rapid delivery of products and services to obtain maximum value. The course is based on the ITIL 4 best practices and the Service Value System (SVS) featured in the latest 2019 guidelines.

Target Audience

This course is intended for:
- IT Managers
- (Aspiring)ITSM Managers and Practitioners
- Professionals managing IT-enabled products and services
- Professionals continuing their journey in IT Service Management (ITSM)
- IT managers and practitioners involved in digital services or working in digital transformation projects, working within or towards high-velocity environments.

Prerequisites

To attend this course, candidates must have:
- ITIL 4 Foundation Certificate

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Exam Details

Exam Code:	• ITIL 4 HVIT
Length of Exam:	• 90 Minutes
Number of Questions:	• 40
Passing Score:	• 70%
Question Format:	• Multiple Choice

Course Objectives

Upon successful completion of this course, attendees 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.

Course Topics

Module 1: Course Introduction

- Overview
- Learning Objectives
- Target Audience
- Characteristics
- ITIL 4 Certification Scheme
- Components
- Agenda
- Module-End Exercises
- Exam Details

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Course Topics *Continued*

Module 2: Introduction to High-Velocity IT

- High-Velocity IT
- Digital Technology
- Digital Organizations
- Digital Transformation

Module 3: High-Velocity IT Approaches

- The Relevance of High-Velocity IT Approaches
- High-Velocity IT Approaches in Detail

Module 4: High-Velocity IT Operating Models

- Introduction
- ITIL Perspective
- High-Velocity IT Aspects
- High-Velocity IT Applications

Module 5: ITIL Building Blocks for High-Velocity IT

- Digital Product Lifecycle
- Service Value Streams
- Four Dimensions of Service Management
- ITIL Management Practices

Module 6: High-Velocity IT Culture

- Key Behaviour Patterns
- ITIL Guiding Principles

Module 7: Supporting Models and Concepts for Purpose

- Ethics
- Design Thinking Module 8: Supporting Models and Concepts for People
- Reconstructing for Service Agility
- Safety Culture
- Stress Prevention

Module 8: Supporting Models and Concepts for People

- Reconstructing for Service Agility
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Module 8: Supporting Models and Concepts for People

- Reconstructing for Service Agility
- Safety Culture
- Stress PreventionModule 9: Supporting Models and Concepts for Progress
- Working in Complex Environments
- Lean Culture
- ITIL Continual Improvement Model

Module 10: High-Velocity IT Objectives and Techniques

- High-Velocity IT Objectives
- High-Velocity IT Techniques

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Course Topics *Continued*

Module 11: Techniques for Valuable Investments
- Prioritization Techniques
- Minimum Viable Products and Services
- Product/Service Ownership

A/B Testing Module 12: Techniques for Fast Developments
- Basic Concepts Related to Fast Development
- Infrastructure as Code
- Reviews
- Continual Business Analysis
- Continuous Integration / Continuous Delivery/Deployment (CI/CD)
- Continuous Testing
- Kanban

Module 13: Techniques for Resilient Operations
- Introduction to Resilient Operations
- Technical Debt
- Chaos Engineering
- Definition of Done
- Version Control
- Algorithmic IT Operations
- ChatOps
- Site Reliability Engineering (SRE)

Module 14: Techniques for Co-Created Value
- Basic Concepts of Co-Created Value
- Service Experience

Module 15: Techniques for Assured Conformance
- DevOps Audit Defence Toolkit
- DevSecOps
- Peer Review

ACTIVITIES INCLUDED