

## SM-HVIT



# ITIL® 4 SPECIALIST HIGH-VELOCITY IT (EXAM INCLUDED)

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Days	Advanced	ITIL® 4	Instructor Led	None

## INTRODUCTION

The ITIL® 4 Specialist: High-Velocity IT course is based on the ITIL® 4 Specialist: High-Velocity IT candidate syllabus from AXELOS. The course addresses the specifics of digital transformation and helps organizations to evolve towards a convergence of business and technology, or to establish a new digital organization. With the help of ITIL® 4 concepts and terminology, activities, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® 4 Specialist: High-Velocity IT certification exam.

## AUDIENCE PROFILE

The target audience for the ITIL® 4 Specialist: Drive Stakeholder Value includes, but are not limited to, the following:

- Service management practitioners involved in interactions with customers, users and suppliers
- Team leads and middle management of service providers
- Service and product owners, service designers
- Relationship managers, service level and service experience managers

## PREREQUISITES

Those wishing to take this course must have passed the ITIL® 4 Foundation examination.

## COURSE OBJECTIVES

At the end of this course, participants 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 CONTENT

### Lesson 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Target Audience
- Characteristics
- ITIL® 4 Certification Scheme
- Course Components
- Course Agenda
- Module-End Exercises

### Lesson 2: Introduction to High-Velocity IT

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

### Lesson 3: High-Velocity IT Approaches

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

### Lesson 4: High-Velocity IT Operating Models

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

### Lesson 5: ITIL® Building Blocks for High-Velocity

- Digital Product Lifecycle

- Service Value Streams
- Four Dimensions of Service Management
- ITIL® Management Practices

### Lesson 6: High-Velocity IT Culture

- Key Behaviour Patterns
- ITIL® Guiding Principles

### Lesson 7: Supporting Models and Concepts for Purpose

- Ethics
- Design Thinking

### Lesson 8: Supporting Model and concepts for People

- Reconstructing for Service Agility
- Safety Culture
- Stress Prevention

### **Lesson 9: Supporting Models and Concepts for Purpose**

- Working in Complex Environments
- Lean Culture

- ITIL® Continual Improvement Model

### **Lesson 10: High-Velocity IT Objectives and Techniques**

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

### **Lesson 11: Techniques for Valuable Investments**

- Prioritization Techniques
- Minimum Viable Products and Services
- Product/Service Ownership
- A/B Testing

### **Lesson 12: Techniques for Fast Developments**

## ASSOCIATED CERTIFICATIONS & EXAM

This course will prepare delegates to take the ITIL® 4 Specialist: High-Velocity IT exam. Successfully passing this exam will result in the ITIL® 4 Specialist: High-Velocity IT Certification

### **Exam Prerequisite:**

Note that attendance and completion of the Instructor-led ITIL® 4 Specialist: High-Velocity IT course is mandatory and serves as a prerequisite before attempting the ITIL® 4 Specialist: High-Velocity IT Examination.

### **Exam Format:**

- 40 questions, multiple choice examination
- Closed Book
- Online Web Based
- 90 minutes (candidates taking exam in a language that is not their native or working language may be awarded 25% extra time)
- Pass Score 70% or higher – a raw score of 28 marks or above

## BOOK YOUR COURSE & EXAM

### **Please Note:**

The ITIL® 4 Specialist: High-Velocity IT course bundle includes the ITIL® 4 Specialist: High-Velocity IT examination and will be quoted and purchased together.