

ITIL® 4 Specialist – High-Velocity IT

Course Description: This course is aimed at IT managers and practitioners involved in digital services or digital transformation projects working within or towards high velocity environments. As organizations use information and related technologies to do business differently, the ability to rapidly launch new products and services to keep up with the competition becomes critical. To compete in this high-velocity environment, organizations must greatly intensify their agility, speed, cost-effectiveness, and responsiveness, with a focus on the quick delivery of products and services to gain maximum business value.

Course Objectives: This course provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Attendees acquire an understanding of:

- ✓ How aspiring organizations can operate in a similar way to successful digitally-native organizations
- ✓ The use of working practices such as Agile and Lean
- ✓ The use of technical practices and technologies such as cloud, automation, and automatic testing
- ✓ How to focus on rapid delivery of products and services to obtain maximum value

Enables you to:

- *Converge Business Goals with I.T.*
- *Embed Complex and Adaptive Systems*
- *Bridge the Development and Operations Gap*
- *Improve Performance with Lean, Agile, and DevOps Methods*
- *Increase the Speed and Quality of Services*
- *Make Value-Creating Digital and I.T. Investments*
- *Delivery Effective Digital Services in High-Velocity Environments*

Audience: The primary audience for this course includes IT/DevOps Engineers and Architects, Scrum and Agile Teams, IT Operations Managers, Cloud Architects, Business Analysts, Project Managers, and Continuous Improvement Managers. (Min: 5, Max: 20)

For the **IT Professionals** who:

- ✓ Deliver Digital Products and Services, Work on Digital Transformation Projects, Operate in Highly Automated Environments, Optimize and Improve Flow, Integrate the Digital Product Lifecycle

Course Length: 20 hours (can be 3-4 days based on customer schedule preference)

Prerequisites: ITIL® 4 Foundation Certification (mandatory accredited training course)

Course Materials:

- ✓ Instructor-led presentation, facilitation, discussion, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (224-pg) with study aids and assignments
- ✓ ITIL® 4 HVIT Reference Card and Handouts
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)



- ✓ Course curriculum is provided by ITSM Academy® and attendees earn 18 PDUs
- ✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
- ✓ ITIL® 4 HVIT Digital Core Guidance (eBook) from Axelos provided at exam registration.

Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: High-Velocity IT

Module 1: High-Velocity and the Digital Enterprise

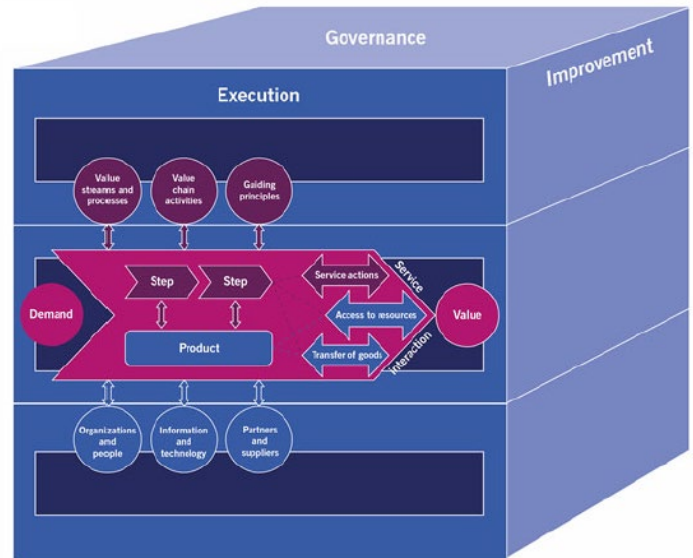
- Key HVIT Terms and Concepts
- High-Velocity IT Transformation
- High-Velocity IT Characteristics

Module 2 - Key Behaviors for High-Velocity

- Key Behaviors for High-Velocity IT
- HVIT Related Principles, Models & Concepts

Module 3 - High-Velocity IT Objectives

- High-Velocity IT Objectives
- Valuable Investments
- Fast Development
- Resilient Operations
- Value Co-Creation
- Assured Conformance



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