ITIL® 4 Specialist - High-velocity IT

Course overview

This course explores the ways in which digital organizations and digital operating models function in high velocity environments. It will help aspiring organizations, to operate in a similar way to successful digitally-native organizations. It includes the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing, focusing on rapid delivery of products & services to obtain maximum value.

Audience

- Individuals continuing on 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

At course completion

- Understand 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
- Understanding of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing

Prerequisites

- To be ITIL® v4 Foundation certified

Course outline

Module 1: Understand concepts regarding high-velocity nature of digital enterprise, including the demand it places on IT
- Lesson 1: Some definitions
- Lesson 2: When the transformation to high velocity IT is desirable and feasible
- Lesson 3: Understand the 5 objectives associated to digital products

Module 2: Understand digital product lifecycle in terms of ITIL® 'operating model'
- Lesson 1: Understand high velocity IT

Module 3: Understand importance of ITIL® guiding principles and other concepts for delivering high velocity IT
- Lesson 1: Understand a selected list of principles, models and concepts
- Lesson 2: Use these principles, models and concepts

Module 4: How to contribute to achieve value with digital products?
Lesson 1: Ensures valuable investments are achieved
Lesson 2: Use Portfolio management and Relationship management to contribute to achieve valuable investments
Lesson 3: Ensure fast development is achieved
Lesson 4: Use some practices to contribute to achieve fast development
Lesson 5: Ensure resilient operations are achieved
Lesson 6: Use some practices to contribute to achieve resilient operations
Lesson 7: Ensure co-created value is achieved
Lesson 8: Use some practices to contribute to achieve co-created vale witg sevice consumer
Lesson 9: Ensure assured conformance is achieved
Lesson 10: Use some practices to contribute to achieve assured conformance

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Courseware documentation

- Accredited courseware
- Official "ITIL® Specialist - High-velocity IT" Axelos publication

Exam

This training prepares to the exam:
- ITIL® 4 Specialist - High-velocity IT

This accredited course is mandatory to enable full understanding of the core material

Certification

This course is part of the following certification paths:
- ITIL® 4 Managing Professional (ITIL® MP)
- It extends the ITIL® 4 Foundation publication

Related courses

Complete your curriculum by following these additional courses:
ITIL4CDS - ITIL® 4 Specialist - Create, Deliver and Support
ITIL4DPI - ITIL® 4 Strategist - Direct, Plan and Improve
ITIL4DSV - ITIL® 4 Specialist - Drive Stakeholder Value