COURSE OUTLINE

ITIL® 4 Specialist – High-Velocity IT (Exam Included)

ITIL®
ACCREDITED
TRAINING ORGANISATION
by PeopleCert

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Day(s)	Intermediate	Service Management	In Class/ Virtual /e-learning	N/A

Course Overview

This module 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.

This module 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.

Prerequisite

- ITIL® 4 Foundation Certificate.

Audience

ITIL4 Specialist High-velocity IT is aimed at IT managers and practitioners involved in digital services or digital transformation projects working within or towards high velocity environments. Accredited training for the ITIL Managing Professional modules is mandatory to enable full understanding of the core material.

Course Outcomes

You 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.

Topics

Module 1: Course Introduction

- High-velocity IT
- Digital technology
- Digital organizations
- Digital transformation

Module 2: Introduction to High-Velocity IT

- Relevance of high-velocity IT approaches
- High-velocity IT approaches in detail

Module 3: High-Velocity IT Operating Models

- Introduction
- ITIL perspective
- High-velocity IT aspects
- High-velocity IT applications

Module 4: ITIL Building Blocks for High-Velocity IT

- Digital product lifecycle
- Service value streams
- Four dimensions of service management
- ITIL management practices

Module 5: High-Velocity IT Culture

- Key behaviour patterns
- ITIL guiding principles

Module 6: Supporting Models and Concepts for Purpose

- Ethics
- Design thinking

Module 7: Supporting Models and Concepts for People

- Reconstructing for service agility
- Safety culture
- Stress prevention

Module 8: Supporting Models and Concepts for Progress

- Working in complex environments
- Lean culture
- ITIL continual improvement model

Module 9: High-Velocity Objectives and Techniques

- High-velocity IT objectives
- High-velocity IT techniques

Module 10: Techniques for Valuable Investments

- Prioritization techniques
- Minimum viable products and services
- Product/service ownership
- A/B Testing

Module 11: Techniques for Fast Developments

- Basic concepts relate to fast development
- Infrastructure as code
- Reviews
- Continual business analysis
- CI/CD
- Continuous testing
- Kanban

Module 12: Techniques for Resilient Operations

- Introduction to resilient operations
- Technical debt
- Chaos engineering
- Definition of done
- Version control
- Algorithmic IT operations
- ChatOps
- SRE

Module 13: Techniques for Co-created Value

- Basic concepts of co-created value
- Service experience

Module 14: Techniques for Assured Conformance

Exam Information

Multiple choice examination questions

40 questions

28 marks required to pass (out of 40 available) - 70%

90 minutes duration

Closed book.

Vendor Annotation

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