

ITIL Specialist High Velocity IT Course Description



Course Overview and Duration:

Duration:	3 Days
Course Delivery:	Classroom or Virtual Classroom Environment (VCE)
Pre-requisites:	Candidates are required to have completed the ITIL® 4 Foundation Certificate in IT Service Management

Course Overview:

The ITIL4 Specialist High Velocity IT training course 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.

The ITIL Specialist High Velocity IT course is aimed at IT managers and practitioners involved in digital services or digital transformation projects working within or towards high velocity environments.

The ITIL 4 Specialist: High-Velocity IT module will teach IT professionals the essential skills they need when working in digital services or on digital transformation projects.

Accredited training for the ITIL Managing Professional modules is mandatory to enable full understanding of the core material.

All Managing Professional training modules have ITIL 4 Foundation as a prerequisite.

Pre-requisites:

Candidates are required to have completed the ITIL® 4 Foundation Certificate in IT Service Management

Targeted Audience:

The target audience for this ITIL4 Specialist High Velocity IT qualification is:

Individuals continuing on their journey in service management

working within or towards the delivery of digital products and services.

Anyone involved in digital services or working on digital transformation projects.

IT professionals in organizations working in, or migrating to lean, agile or DevOps ways of working or highly automated environments.

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Example job titles:

Service Designer; Release Manager; Cloud Architect; DevOps Engineer; Software Developer; Automation Specialist; Test Engineer; Scrum Master; Business Transformation Manager; Applications Engineer; Cloud Software and Network Engineer

Course Description (Objectives):

The ITIL4 Specialist High Velocity IT training course syllabus comprises:

1. Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT

1.1 Understand the following terms:

- a) Digital organization
- b) High-velocity IT
- c) Digital transformation
- d) IT transformation
- e) Digital product
- f) Digital technology

1.2 Understand when the transformation to high-velocity IT is desirable and feasible

1.3 Understand the five objectives associated with digital products to achieve:

- a) Valuable investments – strategically innovative and effective application of IT
- b) Fast development - quick realization and delivery of IT services and IT-related products
- c) Resilient operations - highly resilient IT services and IT-related products
- d) Co-created value - effective interactions between service provider and consumer
- e) Assured conformance - to governance, risk and compliance (GRC) requirements

2. Understand the digital product lifecycle in terms of the ITIL 'operating model'

2.1 Understand how high-velocity IT relates to:

- a) The four dimensions of service management
- b) The ITIL service value system
- c) The service value chain
- d) The digital product lifecycle

3. Understand the importance of the ITIL guiding principles and other fundamental concepts for delivering high-velocity IT

3.1 Understand the following principles, models and concepts:

- a) Ethics
- b) Safety culture
- c) Lean culture
- d) Toyota Kata
- e) Lean / Agile / resilient / continuous
- f) Service-dominant logic
- g) Design thinking
- h) Complexity thinking

3.2 Know how to use the following principles, models and concepts:

- Ethics
- Safety culture
- Lean culture
- Toyota Kata

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- Lean / Agile / resilient / continuous
- Service-dominant logic
- Design thinking
- Complexity thinking

How the above contribute to:

- a) Help get customers' jobs done
 - b) Trust and be trusted
 - c) Continually raise the bar
 - d) Accept ambiguity and uncertainty
 - e) Commit to continual learning
4. Know how to contribute to achieving value with digital products
- 4.1 Know how the service provider ensures valuable investments are achieved.
- 4.2 Know how to use the following practices to contribute to achieving valuable investments
- a) Portfolio management
 - b) Relationship management
- 4.3 Know how the service provider ensures fast development is achieved.
- 4.4 Know how to use the following practices to contribute to achieving fast development
- a) Architecture management
 - b) Business analysis
 - c) Deployment management
 - d) Service validation and testing
 - e) Software development and management
- 4.5 Know how the service provider ensures resilient operations are achieved.
- 4.6 Know how to use the following practices to contribute to achieving resilient operations
- a) Availability management
 - b) Capacity and performance management
 - c) Monitoring and event management
 - d) Problem management
 - e) Service continuity management
 - f) Infrastructure and platform management
- 4.7 Know how the service provider ensures co-created value is achieved.
- 4.8 Know how to use the following practices to contribute to achieving co-created value with the service consumer
- a) Relationship management
 - b) Service design
 - c) Service desk
- 4.9 Know how the service provider ensures assured conformance is achieved
- 4.10 Know how to use the following practices to contribute to achieving assured conformance
- a) Information security management
 - b) Risk management

Information about Certification:

The course fee includes the exam which is taken at the end of the course if classroom based or if taken as a VCE course, a voucher will be issued for you to take the exam on-line at a date that

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that suits you. You will be required to create an account with PeopleCert prior to taking the exam. Detail of the process will be communicated within the course

The course is one of the four core modules required to achieve Managing Professional status. To achieve Managing Professional status you must complete the following courses and pass the corresponding exams.

- Create, Deliver and Support
- Drive Stakeholder Value
- Direct Plan and Improve

Additional details (materials, etc):

Each delegate will be provided a copy of the course presentation with supporting notes, sample exam questions quick reference guide and glossary.