

ITIL® 4 Specialist High Velocity IT (HVIT)

Overview

ITIL 4 is a framework for quality IT service management (ITSM) through proven best practice, providing practical and flexible guidance to support your organization on its journey to digital transformation while empowering your IT teams to continue to play a crucial role in the wider business strategy. This course highlights the ways in which digital organizations and digital operating models function in high-velocity environments, including the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing. If you are interested in this next step on the ITIL journey, please note that you must hold the ITIL 4 Foundation certification. The associated certification exam voucher is included with this course.

Prerequisite Comments

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Target Audience

Delegates attending this course must have successfully achieved the ITIL 4 Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Ideally candidates should have at least two years professional experience working in IT Service Management. The ITIL 4 HVIT Qualification would most likely suit the following delegates:

- Individuals continuing of their journey in service management
- ITSM managers and aspiring ITSM managers
- T 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

The above list is a suggestion only. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Course Objectives

This course has been created to help IT service management practitioners working in organizations that are becoming more digitally enabled. You should be familiar with traditional IT service management concepts, and now want to be able to discuss digital with more confidence, to develop practical competences, and to be a valued contributor in the digital domain. Through this course, you will improve your ability to:

Help get customers jobs done - helping customers become who they seek to become

Keep raising the bar - taking things to a significantly higher level

Trust and be trusted - as professional knowledge workers in a healthy workplace

Accept ambiguity and uncertainty - not scared of not knowing an answer

Commit to continual learning - all as part of your daily work

The scope of the course is the primary activities in the digital value chain. In other words, what you do and which resources you use across the lifecycle of digital products, in order to:

Make the right digital investments

Realize and deliver digital products and services quickly

Provide digital products and services that are highly resilient to disruption

Ensure that the service consumer realizes value from the digital products and services

Assure conformance of activities with governance, risk and compliance requirements

Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement

Understand and know how to use the key principles and methods of measurement and reporting in directing, planning and improvement

Understand and know how to direct, plan and improve value streams and practices

Course Outline

1 - The Nature of High-velocity in a digital world

Overview of the key ITIL 4 high-velocity terminology
Understand when the transformation to high velocity IT is desirable and feasible
Understand the five objectives associated with digital products

2 - ITIL operating model – digital product lifecycle

The four dimensions of service management
The ITIL service value system
The service value chain
The digital product lifecycle

3 - Fundamental concepts for delivering HVIT

Understand the following concepts:
Ethics
Safety culture
Toyota Kata
Lean / Agile / Resilient / Continuous
Service-dominant logic
Design thinking
Complexity thinking
Use the principles, models and concepts to contribute to:
Help get customers' jobs done
Trust and be trusted
Commit to performance
Deal with uncertainty
Improve by being inquisitive

4 - Achieving value with digital products

Know how the service provider ensures valuable investments are achieved.
Know how to use the following practices to contribute to achieving valuable investments
Know how the service provider ensures fast deployment is achieved
Know how to use practices to contribute to achieving fast deployment
Software development and management
Know how the service provider ensures resilient operations are achieved
Know how to use the following practices to contribute to achieving resilient operations
Know how the service provider ensures co-created value is achieved
Know how to use practices to contribute to achieving co-created value with the service consumer
Know how the service provider ensures assured conformance is achieved
Know how to use practices to contribute to achieving assured conformance

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Related Courses, Certifications, Exams

- ITIL® 4 Foundation
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