QUALITI7

IT Service Management
ITIL® 4 Specialist – High Velocity IT (HVIT)
IN 3 DAYS LEARN HOW TO ACCELERATE, AUTOMATE AND OPTIMIZE THE DELIVERY OF SERVICES WITH ITIL® 4

The ITIL®4 High Velocity IT (HVIT) qualification is intended to provide the candidate with the practical skills necessary to guide a digital organization in ways it can function using digital operating models function in high velocity environments, focusing on rapid delivery of products & services to obtain maximum. Furthermore, provide practitioners with an understanding of working practices such as Agile and Lean, and technical practices and technologies such as 'the cloud', automation, and automatic testing.

The ITIL®4 HVIT course and examination will help candidates to establish a learning and improving IT organization based on concepts described in the latest version of ITIL®, the most broadly adopted IT Service Management good practice in the world.

The ITIL®4 HVIT qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional.

ITIL® VERSION

This course introduces the ITIL® 4 version and is based on the 20201210_EN_ITIL4_MP_HVIT_ 2019_CandidateSyllabus_v1.1.pdf

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In three days, participants will acquire the knowledge and skills required to:

- Understand high-velocity nature of the digital enterprise and 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 contribute to achieving value with digital products.
- Take the PeopleCert exam with confidence by applying their new-acquired knowledge;
- Put the ITIL® principles to practical use.

TARGET AUDIENCE

Personnel involved in delivering, managing and improving IT Digital services in high velocity context. Participants should have a year of prior IT experience.

Maximum group size is 15 students.

COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by breakout room exercises and practices with exam like questions.

COURSE CONTENT

The following elements are covered:

- Key concepts of digital enterprise;
- Digital organization, High-velocity IT, Digital and IT transformation, Digital product and technology
- High-velocity IT desire and feasibility
- 5 objectives of digital products
- Valuable investments, fast development, resilient operations, co-created value, assured conformance
- HVIT and 4 dimensions, SVS, SVC and digital product lifecycle
- Key HVIT concepts such as Ethics, Safety culture, Lean culture, Toyota Kata, Lean/ agile/resilient/continuous, Service-dominant logic, Design thinking, Complexity thinking
- Getting the job done and raising the bar
- Trust and be trusted
- Accept ambiguity and uncertainty
- Commit to continual learning
- Architecture management
- Business analysis
- Deployment management
- Service validation and testing
- Software development and management
- Achieving resilient operations
- Availability management, Capacity and performance management, Monitoring and event management, Problem management, Service continuity management, Infrastructure and platform management
- Ensuring value co-creation
- Relationship management, Service design and Service desk
- Ensuring assured conformance

- Information security management and risk management

STUDY DAYS

3 days of learning, including the final exam.

COURSE PLAN

Day 1:
- Review of ITIL®4 Foundation principles;
- HVIT and digital products and service key concepts ;

Day 2:
- Ensuring value creation from digital products and services

Day 3:
- Ensuring value creation from digital products and services (continued)
- Exam preparation;
- Exam (if applicable);
- Conclusion.

PREREQUISITE

ITIL®4 FOUNDATION CERTIFICATION

EXAM

The PeopleCert ITIL®4 HVIT exam is included.

The participant will **WRITE THE EXAM AT THE END OF THE COURSE OR** receive a voucher valid for 12 months to write their exam.

Format: 40 multiple- choice questions.

Duration: 90 minutes.

It is recommended to get the training from an accredited organization with an accredited training material.