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Course Outline :: ITIL® 4 HVIT::

Module Title	:	**ITIL® 4 High Velocity IT**
Duration	:	**3 days**

Overview

The ITIL® 4 Specialist: High-Velocity IT course is based on the ITIL® 4 Specialist: High-Velocity IT candidate syllabus from AXELOS. The course addresses the specifics of digital transformation and helps organizations to evolve towards a convergence of business and technology, or to establish a new digital organization. With the help of ITIL® 4 concepts and terminology, activities, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® 4 Specialist: High-Velocity IT certification exam.

The ITIL® 4 Specialist: High-Velocity IT course is designed to enable practitioners to explore 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. The course includes the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing. The focus of these practices and technologies is on the rapid delivery of products and services to obtain maximum value.

Exam voucher in included with this training.

Target Student

It is aimed at IT and service management practitioners who work in organizations that are becoming more digitally enabled. It will help those who are familiar with traditional IT and service management concepts to discuss 'digital' confidently, develop practical competencies, and integrate new concepts, techniques, and technologies into their ways of working.

Learning Objectives

At the end of this course, participants 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.

Prerequisites

Required: ITIL® 4 Foundation Certificate

Course Agenda

Day1	Day2	Day3
Module 1 - Course Introduction	Module 6 - High-Velocity IT Culture	Module 13 - Techniques for Resilient Operations
Module 2 - Introduction to High-Velocity IT	Module 7 - Supporting Models and Concepts for Purpose	Module 14 - Techniques for Co-created Value
Module 3 - High-Velocity IT Approaches	Module 8 - Supporting Models and Concepts for People	Module 15 - Techniques for Assured Conformance
Module 4 - High-Velocity IT Operating Models	Module 9 - Supporting Models and Concepts for Process	Exam
Module 5 - ITIL Building Blocks for High-Velocity IT	Module 10 - High-Velocity IT Objectives and Techniques	
	Module 11 - Techniques for Valuable Investments	
	Module 12 - Techniques for Fast Developments	

Course Outline

Module 1: Course Introduction
- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Target Audience
- Characteristics
- ITIL® 4 Certification Scheme
- Course Components
- Course Agenda
- Module-End Exercises
- Exam Details

Module 2: Introduction to High-Velocity IT
- High-Velocity IT
- Digital Technology
- Digital Organizations
- Digital Transformation

Module 3: High-Velocity IT Approaches

- Relevance of High-Velocity IT Approaches
- High-Velocity IT Approaches in Detail

Module 4: High-Velocity IT Operating Models

- Introduction
- ITIL Perspective
- High-Velocity IT Aspects
- High-Velocity IT Applications

Module 5: ITIL Building Blocks for High-Velocity IT

- Digital Product Lifecycle
- Service Value Streams
- Four Dimensions of Service Management
- ITIL Management Practices

Module 6: High-Velocity IT Culture

- Key Behavior Patterns
- ITIL Guiding Principles

Module 7: Supporting Models and Concepts for Purpose

- Ethics
- Design Thinking

Module 8: Supporting Models and Concepts for People

- Reconstructing for Service Agility
- Safety Culture
- Stress Prevention

Module 9: Supporting Models and Concepts for Progress

- Working in Complex Environments
- Lean Culture
- ITIL Continual Improvement Model

Module 10: High-Velocity IT Objectives and Techniques

- High-Velocity IT Objectives
- High-Velocity IT Techniques

Module 11: Techniques for Valuable Investments

- Prioritization Techniques
- Minimum Viable Products and Services
- Product/Service Ownership
- A/B Testing

Module 12: Techniques for Fast Developments

- Basic Concepts Related to Fast Development

- Infrastructure as Code
- Reviews
- Continual Business Analysis
- Continuous Integration / Continuous Delivery (CI/CD)
- Continuous Testing
- Kanban

Module 13: Techniques for Resilient Operations
- Introduction to Resilient Operations
- Technical Debt
- Chaos Engineering
- Definition of Done
- Version Control
- Algorithmic IT Operations
- ChatOps
- Site Reliability Engineering (SRE)

Module 14: Techniques for Co-created Value
- Basic Concepts of Co-created Value
- Service Experience

Module 15: Techniques for Assured Conformance
- DevOps Audit Defense Toolkit
- DevSecOps
- Peer Review