

ITIL® 4 Specialist: High-Velocity IT

Course code: ITIL4HVIT1T

ITIL® 4 Specialist: High-Velocity IT (HVIT) explores the ways in which digital organizations and digital operating models function in highvelocity environments. It covers how to adapt service management practices to the modern organization's dynamic, high-velocity environment. The training also shows you how to build resilient and adaptive systems within complex, highly automated, and VUCA (volatility, uncertainty, complexity, and ambiguity) environments to improve service quality and speed. As demand for digital technology grows, practitioners are under increasing pressure to design, develop, run, and support digital systems and services. ITIL 4 HVIT helps practitioners understand digital transformation, guides them and their organizations toward a more integrated state between business and technology, and provides practical guidance in the application of HVIT.

Who is the course for

This course is ideal for IT managers and practitioners who work in digital or highly automated environments, or who deliver digital products and services. This includes anyone involved in digital transformation and anyone transitioning to Lean, Agile, or DevOps ways of working.

What we teach you

After completing this course, you should be able to:

- Converge business and IT goals
- Recognize and manage complex adaptive systems
- Bridge the development and operations gap
- Improve performance with Lean, Agile, and DevOps
- Increase the speed and quality of services
- Invest in digital tools and techniques to create value

Required skills

Candidates must currently hold the ITIL 3 or TIL 4 Foundation certificate before registering for this course.

Certifications and related exams

This course prepares you for the ITIL 4 Specialist: High-Velocity IT certification exam.

It is a component of the ITIL 4 Managing Professional designation.

Course outline

Module 0: Course Overview

Module 1: Introduction to High Velocity IT

- Key concepts of service management
- The service value system (SVS)
- High-velocity IT and the service value chain

Module 2: Key Concepts of High-Velocity IT

- Understand terms—high-velocity IT
- High-velocity IT objectives
- Key characteristics of high-velocity IT

Module 3: High-Velocity IT Culture

- Key behaviors of high-velocity IT
- Models and concepts of high-velocity IT culture and purpose

Module 4: How Relevant ITIL Practices Contribute to High-Velocity IT Across the SVS and Value Streams

- The ITIL 4 management practices

Module 5 High-Velocity IT Techniques

- How to make valuable investments

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- Ensuring fast development
- Ensuring resilient operations
- Co-creating value
- Achieving assured conformance

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