

# ITIL<sup>®</sup> 4 Specialist – High Velocity IT

TRAINING COURSE OUTLINE



## Introduction

The ITIL® Specialist – High Velocity IT (HIT) course is one of five courses required to achieve ITIL 4's Managing Professional (MP) designation.

As organizations use information and related technologies to do business differently, the ability to rapidly launch new products and services to keep up with the competition becomes critical. To compete in this high-velocity environment, organizations must greatly intensify their agility, speed, cost-effectiveness, and responsiveness.

The course encompasses the ways in which organizations and digital operating models function in high-velocity environments, with a focus on the quick delivery of products and services to gain maximum business value.

This qualification will provide IT practitioners with an understanding of working practices like Agile and Lean, and technical practices and technologies such as cloud, automation, and automatic testing.

The High Velocity IT course focuses on these key ITIL 4 practices:

- ❖ Architecture management
- ❖ Business analysis
- ❖ Deployment management
- ❖ Service validation and testing
- ❖ Software development and management
- ❖ Availability management
- ❖ Capacity and performance management
- ❖ Infrastructure and platform management monitoring and event management
- ❖ Problem management
- ❖ Service continuity management
- ❖ Relationship management
- ❖ Service design
- ❖ Service desk
- ❖ Information security management
- ❖ Risk management

## Duration

3 – days workshop

## Learning Objectives

Understand the concepts regarding the high-velocity nature of the digital enterprise, including the demands it places on IT:

- ❖ Learn when the transformation to high-velocity IT is desirable and feasible
- ❖ Understand the digital product life cycle in terms of the ITIL “operating model”
- ❖ Understand the importance of the ITIL guiding principles and the other fundamental concepts for delivering high-velocity IT
- ❖ Discover how to contribute to achieving value with digital products
- ❖ Learn how the service provider ensures valuable investments are achieved
- ❖ Learn how the service provider ensures fast deployment is achieved
- ❖ Learn how the service provider ensures resilient operations are achieved
- ❖ Learn how the service provider ensures co-created value is achieving
- ❖ Learn how the service provider ensures assured conformance is achieved
- ❖ Prepare to exam ITIL Specialist – High Velocity IT Certificate

## Target Audience

**This course is intended for those as below:**

- ❖ All IT Professionals
- ❖ IT/IS Managers,
- ❖ Service Desk Manager
- ❖ Service Operation Manager

- ❖ IT Architect, System Architect, Enterprise Architect
- ❖ ITSM Consultants
- ❖ Business Process Analyst, IT Business Analyst
- ❖ IT Project Manager,
- ❖ Change Manager, Delivery Manager, MIS Manager
- ❖ CIO/CTO
- ❖ IT Staffs, IT Supervisor, Service Desk, IT Engineers, Application Developer, DevOps, IT Auditor, and other IT-related positions
- ❖ Anyone seeking ITIL Foundation Certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.

## Prerequisites

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

## Exam & Certification

- ❖ The exam is administered by PeopleCert. Candidate must learn at Accredited ITIL Training Provider with Accredited ITIL Trainer.
- ❖ The exam is 90 minutes in duration, includes 40 multiple-choice questions and is administered online by an independent examination body.
- ❖ A passing mark of 70% is required to receive your certificate. An exam review is included in the course to help prepare attendees for the final exam.
- ❖ You will attain 18 professional development units (PDUs) for Project Managers.

## **Training contents**

### **Module 1: Introduction to ITIL® 4**

- ❖ Providers and consumers co-create value
- ❖ Service consumer roles
- ❖ Service offering
- ❖ Service providers are also service consumer
- ❖ The ITIL guiding principles
- ❖ The four dimensions of service management
- ❖ The ITIL service value system
- ❖ The ITIL service value chain
- ❖ Continual improvement model

### **Module 2: Introduction to High Velocity IT value**

- ❖ Digital organization
- ❖ High velocity IT
- ❖ Digital transformation
- ❖ IT transformation
- ❖ Valuable investments
- ❖ Fast development
- ❖ Resilient operations
- ❖ Co-created value
- ❖ Assured conformance

### **Module 3: Digital Product Lifecycle and ITIL Operating Model**

- ❖ The four dimensions of service management
- ❖ The ITIL service value system
- ❖ The service value chain

- ❖ The digital product lifecycle

#### **Module 4: Principles and fundamental concepts for delivering high-velocity IT**

- ❖ Ethics
- ❖ Safety culture
- ❖ Lean culture
- ❖ Toyota kata
- ❖ Lean / Agile / Resilient / Continuous
- ❖ Service dominant logic
- ❖ Design thinking
- ❖ Complexity thinking

#### **Module 5: Achieving valuable investment with digital products**

- ❖ Ensures valuable investments are achieved.
- ❖ Prioritization techniques
- ❖ Minimum viable products and services
- ❖ Product or service ownership
- ❖ A/B testing
- ❖ Business analysis management
- ❖ Relationship management

#### **Module 6: Fast development with digital product**

- ❖ The service provider ensures fast development is achieved
- ❖ Infrastructure as code
- ❖ Loosely – coupled information system architecture
- ❖ Reviews
- ❖ Continual business analysis



- ❖ Continuous integration/ continuous delivery
- ❖ Continuous testing
- ❖ Kanban
- ❖ Architecture management
- ❖ Business analysis
- ❖ Deployment management
- ❖ Service validation and testing
- ❖ Software development and management

### **Module 7: Resilient operations with digital product**

- ❖ The service provider ensures resilient operations are achieved
- ❖ Technical debt
- ❖ Chaos engineering
- ❖ Definition of Done
- ❖ Version control
- ❖ AIOps
- ❖ ChatOps
- ❖ Site reliability engineering (SRE)
- ❖ Availability management
- ❖ Capacity and performance management
- ❖ Monitoring and event management
- ❖ Problem management
- ❖ Service continuity management
- ❖ Infrastructure and platform management

### **Module 8: Achieving co-created value is with the service consumer**

- ❖ The service provider ensures co-created value is achieved

- ❖ Service experience
- ❖ Relationship management
- ❖ Service design
- ❖ Service desk

### **Module 9: Assured conformance with digital product**

- ❖ The service provider ensures assured conformance is achieved
- ❖ DevOps Audits Defense Toolkit
- ❖ DevSecOps
- ❖ Peer review
- ❖ Information security management
- ❖ Risk management

*Notes: Apex Global is Accredited ITIL Training Provider in Vietnam. We have been trained successfully 17 ITIL Experts in year 2018, 2019. Now we have been trained successfully 66 ITIL Experts.*

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