

COURSE OUTLINE



Course Code: SMG-4HVI

Course Name: ITIL® 4 High Velocity IT

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
Self-paced	Intermediate	IT Service eLearning	N/A	Management

Course Overview

This module explores 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.

This module includes the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing, focusing on rapid delivery of products & services to obtain maximum value.

Prerequisites

All modules have ITIL 4 Foundation as a pre-requisite.

Target Audience

ITIL4 Specialist High-velocity IT is aimed at IT managers and practitioners involved in digital services or digital transformation projects working within or towards high velocity environments. Accredited training for the ITIL Managing Professional modules is mandatory to enable full understanding of the core material.

At course completion

You 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.

Topics

Module 1: Course Introduction

Module 2: Introduction to High-Velocity IT

Module 3: High-Velocity IT Approaches

Module 4: High-Velocity IT Operating Models

Module 5: ITIL Building Blocks for High-Velocity IT

Module 6: High-Velocity IT Culture

Module 7: Supporting Models and Concepts for Purpose

Module 8: Supporting Models and Concepts for People

Module 9: Supporting Models and Concepts for Progress

Module 10: High-Velocity Objectives and Techniques

Module 11: Techniques for Valuable Investments

Module 12: Techniques for Fast Developments

Module 13: Techniques for Resilient Operations

Module 14: Techniques for Co-created Value

Module 15: Techniques for Assured Conformance

Exams and Certifications

(Please note that PeopleCert examinations cannot be sold separately and are included in the course pricing)

ITIL High Velocity IT exam format

Multiple choice examination questions

40 questions

28 marks required to pass (out of 40 available) - 70%

90 minutes duration

Closed book.

Vendor Annotation

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