ITIL 4 HIGH VELOCITY IT
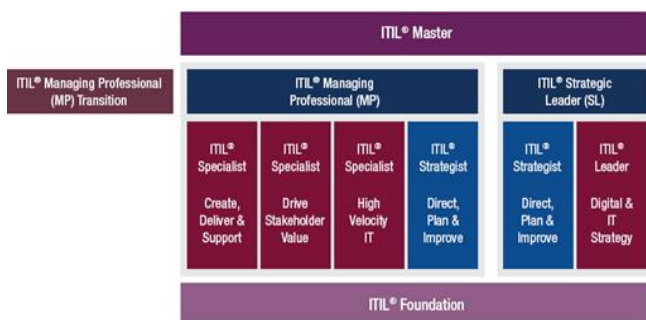
Course Duration: 3 days; Instructor-led

WHAT YOU WILL LEARN

ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

The ITIL 4 Certification scheme:

ITIL 4 Specialist High Velocity IT (HVIT) is aimed at practitioners responsible for managing and integrating stakeholders, those that focus on customer journey and experience, and those that are responsible for fostering relationships with partners and suppliers.

AUDIENCE

The target audience for this qualification is:
- Individuals continuing their journey in service management
- ITSM managers & aspiring ITSM managers
- IT managers & practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments
- Existing ITIL qualification holders wishing to develop their knowledge.

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.

METHODOLOGY

This program will be conducted with interactive lectures, PowerPoint presentation, discussion and practical exercise.

COURSE OBJECTIVES

This course prepares students for the ITIL 4 High Velocity IT exam. After participating in this course, a candidate can demonstrate sufficient understanding and application of ITIL 4 to High Velocity IT, the ways in which digital organizations and digital operating models function in high-velocity environments, focusing on rapid delivery of products & services to obtain maximum value. The course will also provide the candidate 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 High Velocity IT qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT enabled services, teams and workflows.

COURSE OUTLINES

Module 1: Introduction to High-Velocity IT
- High-Velocity IT
- Digital Technology
- Digital Organizations
- Digital Transformation

Module 2: High-Velocity IT Approaches
- Relevance of High-Velocity IT Approaches
- High-Velocity IT Approaches in Detail

Module 3: High-Velocity IT Operating Models
- ITIL Perspective
- High-Velocity IT Aspects
- High-Velocity IT Applications

Module 4: ITIL Building Blocks for High Velocity IT
- Digital Product Lifecycle
- Service Value Streams
- Four Dimensions of Service Management
- ITIL Management Practices

Module 5: High-Velocity IT Culture
- Key Behavior Patterns
- ITIL Guiding Principles

Module 6: Supporting Models and Concepts for Purpose
- Ethics
- Design Thinking

Module 7: Supporting Models and Concepts for People
- Reconstructing for Service Agility
- Safety Culture
- Stress Prevention

Module 8: Supporting Models and Concepts for Progress
- Working in Complex Environments
- Lean Culture
- ITIL Continual Improvement Model

Module 9: High-Velocity IT Objectives and Techniques
- High-Velocity IT Objectives
- High-Velocity IT Technique

Module 10: Techniques for Valuable Investments
- Valuable Investments – The Measurement Criteria
- Valuable Investments – Need and Benefits
- Digital Product Lifecycle and Potential Value Realization
- Prioritization Techniques
- Minimum Viable Products and Services
- Product/Service Ownership
- A/B Testing

Module 11: 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 12: 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 13: Techniques for Co-created Value
- Basic concepts of co-created value
- Service experience

Module 14: Techniques for Assured Conformance
- Introduction to Assured Conformance
- DevOps Audit Defense Toolkit
- DevSecOps
- Peer Review