

ITIL® 4 Specialist – High-velocity IT

Description

This course 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. It 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.

Course Content

Module 1 : Understand concepts regarding high-velocity nature of digital enterprise, including the demand it places on IT

- Lesson 1 : Some definitions
- Lesson 2 : When the transformation to high velocity IT is desirable and feasible
- Lesson 3 : Understand the 5 objectives associated to digital products

Module 2: Understand digital product lifecycle in terms of ITIL® 'operating model'

- Lesson 1: Understand high velocity IT

Module 3: Understand importance of ITIL® guiding principles and other concepts for delivering high velocity IT

- Lesson 1: Understand a selected list of principles, models and concepts
- Lesson 2: Use these principles, models and concepts

Module 4: How to contribute to achieve value with digital products?

- Lesson 1 : Ensures valuable investments are achieved
- Lesson 2 : Use Portfolio management and Relationship management to contribute to achieve valuable investments
- Lesson 3 : Ensure fast development is achieved
- Lesson 4 : Use some practices to contribute to achieve fast development
- Lesson 5 : Ensure resilient operations are achieved
- Lesson 6 : Use some practices to contribute to achieve resilient operations
- Lesson 7 : Ensure co-created value is achieved
- Lesson 8 : Use some practices to contribute to achieve co-created value with service consumer
- Lesson 9 : Ensure assured conformance is achieved
- Lesson 10 : Use some practices to contribute to achieve assured conformance

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Documentation

- Accredited courseware
- Official "ITIL® Specialist - High-velocity IT" Axelos publication

Exam

This training prepares to the exam:

- ITIL® 4 Specialist - High-velocity IT

This accredited course is mandatory to enable full understanding of the core material

Participant profiles

- Individuals continuing on their journey in service management
- ITSM managers and aspiring ITSM managers
- IT managers and 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

- To be [ITIL® v4 Foundation](#) certified

Objectives

- Understand ways in which digital organizations and digital operating models function in high velocity environments, focussing on rapid delivery of products & services to obtain maximum value
- Understanding of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing

Niveau

Intermédiaire

Classroom Registration Price (CHF)

2950

Virtual Classroom Registration Price (CHF)

2800

Duration (in Days)

3

Reference

ITIL4-04