Document Generated: 06/30/2024

Learning Style: Virtual Classroom

Provider: ITIL®

Difficulty: Beginner

Course Duration: 3 Days

ITIL Specialist: High Velocity IT

"If you enroll in this course without the Master Subscription plan, you receive a Free Official Exam Voucher for ITIL Specialist: High Velocity IT Exam"

About This Course:

This three-day hands-on program leads to a ITIL Specialist Certificate in ITIL High

Velocity IT. This program is for IT professionals establishing high velocity environments, focusing on rapid delivery of products & services to obtain maximum value. The qualification will provide the candidate with an understanding of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing.

Course Objectives:

- The 5 Key Objectives of Digital Products
- High Velocity IT in the Service Value Chain
- 8 Core Models that Support the Adoption of High Velocity IT
- Ensuring Value with Digital Products
- Using ITIL Practices to Achieve Fast Development
- Using ITIL Practices to Achieve Resilient Operations
- Using ITIL Practices to Achieve Co-Created Value
- Using ITIL Practice to Assure Conformance

Audience:

All IT staff and Management responsible for the establishment of high velocity IT capabilities in support of IT or Digital Transformation activities within an enterprise.

- ITSM Managers
- IT Managers and Practitioners working in Digital Transformation practices like DevOps
- Developers, Testers, QA, Security, and other team stakeholders

Prerequisites:

All students need to have completed and passed the ITIL 4 Foundation examination prior to attending this course.

Course Outline:

1. Understanding Digital Enterprise Concepts
    - Terminology
    - Viability
    - The 5 Objectives of Digital Products
        - Valuable Investments
        - Fast Development
        - Resilient Operations
        - Co-Created Value
        - Assured Conformance
2. High Velocity IT and the ITIL Operating Model
    - The 4 dimensions
    - The ITIL Service Value System (SVS)
    - The Service Value Chain (SVC)
    - The Digital Product Lifecycle

3. High-Velocity IT Models
    - Ethics
    - Safety Culture
    - Lean Culture
    - Toyota Kata
    - Lean/Agile/Resilient/Continuous
    - Service-dominant Logic
    - Design Thinking
    - Complexity Thinking
4. Contributions to Key Objectives
    - Getting customer's jobs done
    - Trust and be trusted
    - Continually raise the bar
    - Accept ambiguity and uncertainty
    - Commit to continual learning
5. Achieving Value with Digital Products
6. Achieving Valuable Investments
    - Portfolio Management
    - Relationship Management
7. Ensuring Fast Development
    - Architecture Management
    - Business Analysis
    - Deployment Management
    - Service Validation and Testing
    - Software Development and Management
8. Resilient Operations
    - Availability Management
    - Capacity and Performance Management
    - Monitoring and Event Management
    - Problem Management
    - Service Continuity Management
    - Infrastructure and Platform Management
9. Co-Created Value
    - Relationship Management
    - Service Design
    - Service Desk
10. Assured Conformance
    - Information Security Management
    - Risk Management