

ITIL® 4 High-Velocity IT (HVIT)

3 Days (21 Hours) / Exam voucher and Take2 option included



The ITIL® 4 Specialist: High-velocity IT (HVIT) is one of the four modules to achieve the ITIL4 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 digital revolution has a significant impact in almost any business, corporation or public service. However, the timing and impact may depend on economic, societal and political aspects. These impacts are making it increasingly difficult for digital practitioners to design, develop, run and support the systems and services that fulfill the expected demand.

Our 3-day course will help professionals who are familiar with traditional IT and service management concepts to discuss 'digital' confidently, develop practical competencies and integrate new concepts, techniques, and technologies into their ways of working.



COURSE & LEARNING OBJECTIVES

At the end of this course, participants will be able to:

- Explain the key concepts, objectives and terminology of High-velocity IT
- Understand the need for High-velocity IT and the digital transformation in organization, and when it is desirable and feasible
- Understand ITIL's perspective for High-velocity IT operating models
- Relate High-velocity IT with the Digital Product Lifecycle, the Service Value Streams, the Four Dimensions of Service Management and the ITIL management practices
- Describe the key behavior patterns required for High-velocity IT environments
- Apply a safety culture and stress prevention to a High-velocity IT environment
- Understand how to assure the conformance of activities with governance, risk and compliance requirements
- Recognize how 'Service Experience' is linked to Co-created Value.

COURSE CONTENT

The course is divided into various modules to explain the key concepts in a structured manner.

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 IT 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

With the help of ITIL® 4 concepts and terminology, activities, exercises, examples and the case study included in the course, you will acquire relevant knowledge to pass the ITIL® 4 Specialist: High-velocity IT certification exam.

Please note that participants need to foresee at least 1.5 hours study time every evening.

WHO SHOULD ATTEND?

The ITIL® 4 Specialist: High-velocity IT course is aimed at IT and Service Management practitioners who work in organizations that are in the process of digital transformation. It will also help individuals who want to acquire the ITIL Managing Professional (MP) designation.

Roles may include:

Customer/User Experience (CX) Managers/Designers; Service Delivery Managers; Service Level Managers; Enterprise/Service and Solution Architects; Business Analysts; Project Managers; Portfolio Managers; Supplier Relationship Managers; Vendor Managers; Contract Managers

PRE-REQUISITES

To attend this course, participants must hold the ITIL 4 Foundation certificate.

Participants will need to provide B2B Learning with a copy of their certificate upon registration in order to be admitted into this course. If you need to take your ITIL 4 Foundation exam, you can either attend our ITIL 4 Foundation classroom course or eLearning module, or book your exam only online if you prefer self-study.

Accredited training for the ITIL Managing Professional modules is mandatory to enable full understanding of the core material.

COURSE DOCUMENTATION

Candidates will receive an accredited set of course materials in digital format (eBook) including a coursebook, a pre- and post- reading guide, quick reference cards and practice exam questions. Participants may print the material one time and can use the files under the B2B Learning terms of use.

The price includes the lunches, training materials with a digital copy of the official ITIL 4 HVIT Manual and exam voucher with Take2 option.

ABOUT THE EXAM

- Multiple-choice format (1 mark per question)
- Pass grade: 70% or 28 marks out of 40
- 40 questions
- Closed book
- Duration: 90 minutes + 25 % extra time for non-native English Speakers

During the training you will receive an exam voucher with Take2 option for an online proctored exam. You will do your exam after the training at a date/hour of your choice. Please be aware that you will have to install an 'exam shield' on you PC before taking the exam. More information during the training.