ITIL®4 Specialist High Velocity IT (HVIT) with Exam

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Related Exam: ITIL® 4 High Velocity IT (HVIT); ITIL

Course Overview

ITIL 4 is a framework for quality IT service management (ITSM) through proven best practice, providing practical and flexible guidance to support your organization on its journey to digital transformation while empowering your IT teams to continue to play a crucial role in the wider business strategy. This course highlights the ways in which digital organizations and digital operating models function in high-velocity environments, including the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing. This class includes an exam voucher.

About This Course

ITIL 4 is a framework for quality IT service management (ITSM) through proven best practice, providing practical and flexible guidance to support your organization on its journey to digital transformation while empowering your IT teams to continue to play a crucial role in the wider business strategy. This course highlights the ways in which digital organizations and digital operating models function in high-velocity environments, including the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing. This class includes an exam voucher.

Who Should Attend

Delegates attending this course must have successfully achieved the ITIL 4 Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Ideally candidates should have at least two years professional experience working in IT Service Management. The ITIL 4 HVIT Qualification would most likely suit the following delegates: Individuals continuing of 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 The above list is a suggestion only. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Prerequisites & Entry Requirements

General Prerequisites:

- ITIL® 4 Foundation

Learning Outcomes

Upon successful completion of this course, participants will be able to:

This course has been created to help IT service management practitioners working in organizations that are becoming more digitally enabled. The practitioners are familiar with traditional IT service management concepts, and now want to be able to discuss ‘digital’ with more confidence, to develop practical competences, and to be valued contributors in the digital domain. They want to improve how they and their co-workers: Help get customers’ jobs done – helping customers become who they seek to become Keep raising the bar – taking things to a significantly higher level Trust and are trusted – as professional knowledge workers in a healthy workplace Accept ambiguity and uncertainty - not scared of not knowing an answer Commit to continual learning – all as part of their daily work The scope of the course is the primary activities in the digital value chain. In other words, what the practitioner does and which resources they use across the lifecycle of digital products, in order to: Make the right digital investments Realize and deliver digital products and services quickly Provide digital products and services that are highly resilient to disruption Ensure that the service consumer realizes value from the digital products and services Assure conformance of activities with governance, risk and compliance requirements. Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement Understand and know how to use the key principles and methods of measurement and reporting in directing, planning and improvement Understand and know how to direct, plan and improve value streams and practices

Detailed Course Outline

1 - THE NATURE OF HIGH-VELOCITY IN A DIGITAL WORLD

- Overview of the key ITIL 4 high-velocity terminology
- Understand when the transformation to high velocity IT is desirable and feasible
- Understand the five objectives associated with digital products – to achieve:
- Valuable investments – strategically innovative and effective application of IT
- Fast development - quick realization and delivery of IT services and IT-related products
- Resilient operations - highly resilient IT services and IT-related products
- Co-created value - effective interaction between service provider and consumer
- Assured conformance - to governance, risk and compliance (GRC) requirements.

2 - ITIL OPERATING MODEL – DIGITAL PRODUCT LIFECYCLE

- Understand how high velocity IT relates to:
- The four dimensions of service management
- The ITIL service value system
- The service value chain
- The digital product lifecycle

3 - FUNDAMENTAL CONCEPTS FOR DELIVERING HVIT

- Understand the following concepts:
- Ethics
- Safety culture
- Toyota Kata
- Lean / Agile / Resilient / Continuous
- Service-dominant logic
- Design thinking
- Complexity thinking
- Use the principles, models and concepts to contribute to:
- Help get customers’ jobs done
- Trust and be trusted
- Commit to performance
- Deal with uncertainty
- Improve by being inquisitive

4 - ACHIEVING VALUE WITH DIGITAL PRODUCTS

- Know how the service provider ensures valuable investments are achieved.
- Know how to use the following practices to contribute to achieving valuable investments:
- Portfolio management
- Relationship management
- Know how the service provider ensures fast deployment is achieved
- Know how to use the following practices to contribute to achieving fast deployment:
- Architecture management
- Business analysis
- Deployment management
- Service validation and testing
- Software development and management
- Know how the service provider ensures resilient operations are achieved
- Know how to use the following practices to contribute to achieving resilient operations:
- Availability management
- Capacity and performance management
- Monitoring and event management
- Problem management
- Service continuity management
- Infrastructure and platform management
- Know how the service provider ensures co-created value is achieved
- Know how to use the following practices to contribute to achieving co-created value with the service consumer:
- Relationship management
- Service design
- Service desk
- Know how the service provider ensures assured conformance is achieved
- Know how to use the following practices to contribute to achieving assured conformance:
- Information security management
- Risk management

Frequently Asked Questions

Q: What delivery options are available for ITIL®4 Specialist High Velocity IT (HVIT) with Exam?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 High Velocity IT (HVIT); ITIL official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL®4 Specialist High Velocity IT (HVIT) with Exam course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL®4 Specialist High Velocity IT (HVIT) with Exam training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL®4 Specialist High Velocity IT (HVIT) with Exam?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL®4 Specialist High Velocity IT (HVIT) with Exam. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL®4 Specialist High Velocity IT (HVIT) with Exam?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL®4 Specialist High Velocity IT (HVIT) with Exam training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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