PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Specialist: High Velocity IT (HVIT)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Specialist High Velocity IT (HVIT) Certificate	

Course Syllabus

Our ITIL® 4 Specialist High Velocity IT (HVIT) training course will cover the following topics:

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

1.1 Understand the following terms:

- Digital organisation
- High-velocity IT
- Digital transformation
- IT transformation
- Digital product
- Digital technology

1.2 Understand when the transformation to high-velocity IT is desirable and feasible

1.3 Understand the five objectives associated with digital products to achieve:

- Valuable investments – strategically innovative and effective application of IT
- Fast development - quick realisation and delivery of IT services and IT-related products
- Resilient operations - highly resilient IT services and IT-related products
- Co-created value - effective interactions between service provider and consumer
- Assured conformance - to governance, risk and compliance (GRC) requirements

2. Understand the digital product lifecycle in terms of the ITIL® ‘operating model’

2.1 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. Understand the importance of the ITIL® guiding principles and other fundamental concepts for delivering high-velocity IT

3.1 Understand the following principles, models and concepts:

- Ethics
- Safety culture
- Lean culture
- Toyota Kata

- Lean / Agile / resilient / continuous
- Service-dominant logic
- Design thinking
- Complexity thinking

3.2 Know how to use the following principles, models and concepts:

- Ethics
- Safety culture
- Lean culture
- Toyota Kata
- Lean / Agile / resilient / continuous
- Service-dominant logic
- Design thinking
- Complexity thinking

How the above contribute to:

- Help get customers' jobs done
- Trust and be trusted
- Continually raise the bar
- Accept ambiguity and uncertainty
- Commit to continual learning

4. Know how to contribute to achieving value with digital products

4.1 Know how the service provider ensures valuable investments are achieved.

4.2 Know how to use the following practices to contribute to achieving valuable investments

- Portfolio management
- Relationship management

4.3 Know how the service provider ensures fast development is achieved.

4.4 Know how to use the following practices to contribute to achieving fast development

- Architecture management
- Business analysis
- Deployment management
- Service validation and testing
- Software development and management

4.5 Know how the service provider ensures resilient operations are achieved.
4.6 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

4.7 Know how the service provider ensures co-created value is achieved.

4.8 Know how to use the following practices to contribute to achieving co-created value with the service consumer

- Relationship management
- Service design
- Service desk

4.9 Know how the service provider ensures assured conformance is achieved

4.10 Know how to use the following practices to contribute to achieving assured conformance

- Information security management
- Risk management

Course Overview

Our three-day ITIL® 4 Specialist High Velocity IT (HVIT) training course explores the ways in which digital organisations and digital operating models function in high velocity environments. It will help aspiring organisations to operate in a similar way to successful digitally-native organisations.

Our ITIL® 4 Specialist High Velocity IT (HVIT) training course 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 and services to obtain maximum value.

Course Learning Outcomes

Our ITIL® 4 Specialist High Velocity IT (HVIT) training course will provide you with an understanding of the ways in which digital organisations and digital operating models function in high-velocity environments, focusing on rapid delivery of products and services to obtain maximum value.

It will give you the knowledge of working practices such as Agile and Lean, and technical practices and technologies such as the cloud, automation and automatic testing.

Audience

Our ITIL® 4 Specialist High Velocity IT (HVIT) training course is suitable for:

- Service Designer
- Release Manager
- Cloud Architect
- DevOps Engineer
- Software Developer
- Automation Specialist
- Test Engineer
- Scrum Master
- Business Transformation Manager
- Applications Engineer
- Cloud Software
- Network Engineer
- IT Operations Manager

Entry-Level Requirements

The ITIL® 4 Foundation certificate is the prerequisite for our ITIL® 4 Specialist High Velocity IT (HVIT) training course.

Recommended Reading

It might be useful to revise your ITIL® 4 Foundation level materials again to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Our ITIL® 4 Specialist High Velocity IT (HVIT) training course includes the following materials:

- Pre-reading
- A Full Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Handouts
- Mock-Examination
- Exercises
- ITIL® 4 Specialist High Velocity IT (HVIT) Exam Voucher

Exam Information

ITIL® 4 Specialist High Velocity IT (HVIT) Examination:

The ITIL® 4 Specialist High Velocity IT (HVIT) examination will comprise of:

- Duration: 90 minutes, closed book
- Number Of Questions: 40
- Marks: Each question is worth 1 mark. There are 40 marks available. There is no negative marking.
- Pass Mark: is 70% or higher – 28/40 marks or above

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.

- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

After our ITIL® 4 Specialist High Velocity IT (HVIT) training course, you should consider taking the other ITIL® 4 modules:

- ITIL® 4 Specialist Create, Deliver & Support (CDS)
- ITIL® 4 Specialist Drive Stakeholder Value (DSV)
- ITIL® 4 Strategist Direct Plan & Improve (DPI)
- ITIL® 4 Leader Digital & IT Strategy (DITS)
- ITIL® 4 Managing Professional (MP)
- ITIL® 4 Strategic Leader (SL)
- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)
- ITIL® 4 Specialist Business Relationship Management (BRM)
- ITIL® 4 Specialist IT Asset Management (ITAM)

Additional Information

Our ITIL® 4 Specialist High Velocity IT (HVIT) training course is aimed at IT Managers and IT Practitioners involved in digital services or digital transformation projects working within or towards high velocity environments.