



# ITIL® 4 Specialist: Hi Velocity IT

## Course Information

**Product Type:** ITIL 4 Specialist: Hi-Velocity IT  
**Accreditor:** PeopleCert  
**Level:** Intermediate  
**Domain:** IT Service Management  
**Duration:** 3 Days  
**Language:** English (US)  
**Delivery Format:** Onsite or Virtual – Instructor Led  
**Certification Exam:** Mandatory

### Course Description

The ITIL® 4 Specialist: High-Velocity IT course is based on the ITIL® 4 Specialist: High-Velocity IT candidate syllabus from AXELOS. The course addresses the specifics of digital transformation and helps organizations to evolve towards a convergence of business and technology, or to establish a new digital organization. With the help of ITIL® 4 concepts and terminology, activities, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® 4 Specialist: High-Velocity IT certification exam.

This course is designed to enable practitioners to explore 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. The course includes the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing. The focus of these practices and technologies is on the rapid delivery of products and services to obtain maximum value.

### Audience

This course is aimed at IT and service management practitioners who work in organizations that are becoming more digitally enabled. It will help those 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.

### Learning Objectives

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

- Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT.
- Understand the digital product lifecycle in terms of the ITIL operating model.

- Understand the importance of the ITIL guiding principles and other fundamental concepts for delivering high-velocity IT.
- Know how to contribute to achieving value with digital products

## Prerequisites:

**Required:** ITIL® 4 Foundation Certificate

## Course Materials:

The ITIL® 4 Specialist: Hi Velocity IT course includes the following course components:

- Course Book (eBook, can be printed)
- Pre-course reading (eBook)
- Post-course reading (eBook)
- Quick Reference Cards
- Sample Questions

## Course Agenda

Day1	Day2	Day3
Module 1 - Course Introduction	Module 6 - High-Velocity IT Culture	Module 13 - Techniques for Resilient Operations
Module 2 - Introduction to High-Velocity IT	Module 7 - Supporting Models and Concepts for Purpose	Module 14 - Techniques for Co-created Value
Module 3 - High-Velocity IT Approaches	Module 8 - Supporting Models and Concepts for People	Module 15 - Techniques for Assured Conformance
Module 4 - High-Velocity IT Operating Models	Module 9 - Supporting Models and Concepts for Process	Mock Exam
Module 5 - ITIL Building Blocks for High-Velocity IT	Module 10 - High-Velocity IT Objectives and Techniques	Final Exam (Optional)
	Module 11 - Techniques for Valuable Investments	
	Module 12 - Techniques for Fast Developments	

## Course Outline

### Module 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Target Audience
- Characteristics
- ITIL® 4 Certification Scheme

- Course Components
- Course Agenda
- Module-End Exercises
- Exam Details

## **Module 2: Introduction to High-Velocity IT**

- High-Velocity IT
- Digital Technology
- Digital Organizations
- Digital Transformation

## **Module 3: High-Velocity IT Approaches**

- Relevance of High-Velocity IT Approaches
- High-Velocity IT Approaches in Detail

## **Module 4: High-Velocity IT Operating Models**

- Introduction
- ITIL Perspective
- High-Velocity IT Aspects
- High-Velocity IT Applications

## **Module 5: ITIL Building Blocks for High-Velocity IT**

- Digital Product Lifecycle
- Service Value Streams
- Four Dimensions of Service Management
- ITIL Management Practices

## **Module 6: High-Velocity IT Culture**

- Key Behavior Patterns
- ITIL Guiding Principles

## **Module 7: Supporting Models and Concepts for Purpose**

- Ethics
- Design Thinking

## **Module 8: Supporting Models and Concepts for People**

- Reconstructing for Service Agility
- Safety Culture
- Stress Prevention

## **Module 9: Supporting Models and Concepts for Progress**

- Working in Complex Environments
- Lean Culture
- ITIL Continual Improvement Model

## **Module 10: High-Velocity IT Objectives and Techniques**

- High-Velocity IT Objectives
- High-Velocity IT Techniques

### **Module 11: Techniques for Valuable Investments**

- Prioritization Techniques
- Minimum Viable Products and Services
- Product/Service Ownership
- A/B Testing

### **Module 12: Techniques for Fast Developments**

- Basic Concepts Related to Fast Development
- Infrastructure as Code
- Reviews
- Continual Business Analysis
- Continuous Integration / Continuous Delivery (CI/CD)
- Continuous Testing
- Kanban

### **Module 13: Techniques for Resilient Operations**

- Introduction to Resilient Operations
- Technical Debt
- Chaos Engineering
- Definition of Done
- Version Control
- Algorithmic IT Operations
- ChatOps
- Site Reliability Engineering (SRE)

### **Module 14: Techniques for Co-created Value**

- Basic Concepts of Co-created Value
- Service Experience

### **Module 15: Techniques for Assured Conformance**

- DevOps Audit Defense Toolkit
- DevSecOps
- Peer Review

## **Exam Information**

### **Exam Prerequisites**

- For taking the ITIL® 4 Specialist: Direct, Plan and Improve exam, a candidate must have passed the ITIL® 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

### **Exam Delivery**

- For onsite classes, the exam will be conducted on the last day of the course in the classroom.
- For students taking an online virtual course, they will be able to purchase a voucher to take the web-based exam after the class at a later time.

Delivery	Online (Web based) and paper based
Format	Closed book
Proctoring	Live or Web-proctored
Duration	90 minutes
Number of questions	40, multiple choice (1 mark per question)
Pass Grade	70% (28 out of 40 correct)

## Course Specific Delivery Information

### Course Delivery Requirements

- For online virtual delivery, the student must have a suitably equipped laptop, or pc, with a web cam, audio support, and a high-speed internet connection
- For onsite courses, acceptable facilities must be made available

### Pricing and Ordering Information:

- Product Code: ITIL 8085
- Pricing is based on class size, per student, with a preferred class size of 10 – 15 (larger class sizes require a special quote)
- To request more information or to order, contact us by calling 1-949-305-3544. Or, you mail email us to request a quote at [service@optimalconnections.com](mailto:service@optimalconnections.com).

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