ITIL® 4 Specialist : High Velocity IT

Filière : **Méthodes, Tests, normes**   Sous-filière : **ITIL, Prince2...**

RÉFÉRENCE	DURÉE	PRIX UNITAIRE HT
ITILSHVIT	**3 JOURS (21H)**	**1 695 €**

Description

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 focus 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.

Objectifs pédagogiques

- 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
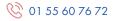
- Apply a safety culture and stress prevention to a High-velocity IT environment
- Understand how to assure the conformance of activities with governance, risk and compliance requirements
- Recognize how 'Service Experience' is linked to Co-created Value.

Public cible

- Architectes
- Chefs-de-projets
- Consultants
- Consultants-informatiques
- Directeurs-de-projets
- Ingénieurs
- Professionnels-de-l'IT

Pré-requis

Have the ITIL 4 Foundation certificate.

Programme de la formation

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

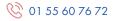Module 10 – High-velocity IT objectives and techniques

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.

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

The exam is scheduled at the end of the 3rd training day in the classroom, or the participants can take the online exam later online and proctor-based. Candidates need to foresee ± 1.5 hours study time every evening to prepare the sample questions.

Qualité

Cette formation est accessible aux personnes en situation de handicap, nous contacter en cas de besoin d'informations complémentaires.

💡 Programme mis à jour le **15 novembre 2023**