

## ITIL® 4 Specialist: High Velocity IT («HVIT»)

In this course, you will learn how digital organizations function in a rapidly changing era, with a focus on rapid product/service delivery.

**Duration:** 3 days

**Price:** 3'600.–

**Course documents:** Official courseware (English) & official Axelos book (digital) incl. exam voucher

### Content

The module provides an understanding of how digital organizations and digital operating models function in high-speed environments, with a focus on rapid delivery of resilient products and services to maximize value. Insight is provided into the working practices of Agile and Lean, as well as technical practices and technologies such as Cloud, Automation, and Automated Testing.

1. High-Speed Nature of the Digital Enterprise
  - Keywords
  - When and how is the changeover to a high-speed IT desirable?
  - Five goals associated with digital products
2. Digital Product Life Cycle in the Sense of the ITIL®-«Operating Model»
  - Four dimensions of service management
  - ITIL® service value system
  - Service value chain
  - Digital product life cycle
3. Importance of the ITIL® Guiding Principles
  - Main principles, models and concepts of High Velocity IT
  - Application of the relevant principles, models and concepts
4. Added Value
  - Investments
  - Rapid development
  - Resilient operation
  - Achieving values together with the customer
  - Compliance

The course contents/learning goals are based on the official syllabus of Axelos.

### Key Learnings

- Understanding about the high-speed nature of the digital enterprise and its requirements on IT
- Knowledge of the digital product lifecycle as defined by the ITIL® operating model
- Importance of the ITIL® guiding principles and other fundamental concepts for delivering high-speed IT
- Knowledge of the contribution of digital products to the added value

Two to four weeks before the course the participants receive the official book and further preparation materials. The seminar requires at least 20 hours of additional time outside the classroom.

The course consists of a three-day interactive course consisting of presentation and group exercises, followed by the exam in the afternoon of the last day of the course. Please keep the evenings free for repetitions and/or smaller homework. The preparation and processing of the homework will contribute significantly to the success of the exam.

### Target audience

This module is aimed at IT and service management practitioners working in organizations that are becoming increasingly digital. It will help those familiar with traditional IT and service management concepts to confidently discuss «digital», develop practical skills and integrate new concepts, techniques and technologies into their way of working. The module is also aimed at IT managers and practitioners involved in digital services or working on digital transformation projects and/or working on high-speed environments. Specifically, these are:

- IT Manager
- Service Designer
- Release Managers
- Cloud Architects
- DevOps Engineer
- Software Developer
- Agile Coaches

### Requirements

The «ITIL® 4 Foundation certificate» is a prerequisite for this course. The «ITIL® Foundation 2011» certificate is not sufficient. If you are not yet in possession of this certificate, please attend the following course:

- [ITIL® 4 Foundation compact course \(«IT4»\)](#)

### Certification

You can book the exam in English or German. The courseware is in English and the official literature is in either English or German. In general, we recommend that you take the exam in the language of the official literature. When you register for the exam, you can choose the language of the exam and the language of the eBook.

You will receive a voucher for the online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera.

For more information about the exam, please visit the PeopleCert website [here](#).

**Format:** 40 multiple-choice exam questions, duration: 1.5 hours, pass rate: 70%, closed book

#### «Take2» option:

This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert candidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

The «ITIL® 4 Specialist: High Velocity IT» qualification is one of the prerequisites for the ITIL® 4 Managing Professional certification. Candidates are provided with practical and technical knowledge on how to run successful, modern and IT-enabled services, teams and workflows.



<https://www.peoplecert.org/en/terms-of-service-and-privacy-policy> – under this link you will find more information about the complaint management of our certification partner and your rights.

## Additional information

The course is currently under accreditation.

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-project-management/itil/course-itil-4-specialist-high-velocity-it](http://www.digicomp.ch/courses-service-project-management/itil/course-itil-4-specialist-high-velocity-it)