



ITIL® 4 SPECIALIST: HIGH-VELOCITY I.T. (HVIT)

THE FUTURE OF DIGITAL AND I.T. SERVICES

ITIL 4 SPECIALIST: HIGH-VELOCITY IT (HVIT)

The ITIL 4 Specialist: High-velocity IT course is for IT managers and practitioners who work in digital or highly automated environments, or who deliver digital products and services. This includes anyone involved in digital transformation and anyone transitioning to Lean, Agile, or DevOps ways of working.

This course is intended to provide the candidate with an understanding of the ways in which digital organizations and digital operating models function in high velocity environments, focusing on rapid delivery of products & services to obtain maximum value. The course will provide the candidate with an understanding of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing.

The ITIL 4 High-Velocity IT qualification is one of the prerequisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about enabled services, teams and workflows.



ITL204
COURSE CODE



3 Days
COURSE DURATION



English | Arabic
COURSE LANGUAGE

Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- 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

Qualification Overview

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|-----------------------|--|-------------------|-------------------------|
| Duration | 3 days | 18 training hours | Timing Flexible |
| Audience | <ul style="list-style-type: none"> • Individuals continuing 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 update their knowledge. | | |
| Certification | ITIL 4 Specialist: High-velocity IT | | |
| Exam Structure | 40 Multiple Choice Questions | 90 minutes | Pass Score 28/40 or 70% |
| Pre-requisites | <ul style="list-style-type: none"> • ITIL® Foundation Certificate in IT Service Management OR ITIL® 4 Managing Professional Transition Certificate • Training through an Accredited Training Organisation | | |

Program Outline

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| ITILHVIT01 | Course Overview |
| ITILHVIT02 | High-velocity nature of the digital enterprise, including the demand it places on IT |
| ITILHVIT03 | Digital product lifecycle in terms of the ITIL operating model' |
| ITILHVIT04 | Importance of ITIL Guiding Principles & other fundamental concepts for delivering high velocity IT |
| ITILHVIT05 | Achieving value with digital products |
| ITILHVIT06 | Exam Preparation |

Note: Exam vouchers and the ITIL 4 Core Book are included in the course fees.

Relevant Programs



Contact Us

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