

## Curso ITIL4HVI - ITIL® 4 Specialist: High-Velocity IT with Exam

40,00 Horas

### Introdução

Digital technology is increasingly important. Its economic, societal, and political impacts are unprecedented. At the same time, it is increasingly challenging for digital practitioners to design, develop, run, and support the systems and services that fulfil this demand.

ITIL High Velocity IT focuses on digital products and services, including digital customer experiences, covering good organizational practices and mental models, all from a practitioner's perspective.

The ITIL 4 High-Velocity IT (HVIT) course provide 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 qualification will provide the candidate with an understanding of working practices such as Agile and Lean, and technical practices and technologies such as 'the cloud', automation, and automatic testing.

### Público-alvo

The target audience for this qualification is:

- individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- ITSM practitioners managing the operation of IT-enabled & digital products and services, and those
- responsible for the end-to-end delivery
- existing ITIL qualification holders wishing to develop their knowledge.

### Quando completar o curso

This course prepares students for the High-velocity IT exam. After participating in this course, a candidate can demonstrate sufficient understanding and application of ITIL 4 to High-Velocity IT, 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 ITIL 4 High-Velocity IT qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows.

The purpose of the ITIL 4 High-velocity IT Qualification is:

- to understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT key concepts of Direct, Plan and Improve
- to understand digital product lifecycle in terms of the ITIL 'operating model'
- to understand the importance of the ITIL guiding principles and other

- fundamental concepts for delivering highvelocity IT
- to Know how to contribute to achieving value with digital products

## Credits

Upon successfully achieving the ITIL Foundation certificate, student registered with PMI will be recognized with 21 Professional Development Units (PDU'S).

## Pré-requisitos

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

## Exames

The exam is closed book with forty (40) multiple choice questions. The pass score is 70% (28 out of 40 questions). The exam lasts 90 minutes. The exam can be taken Online.

Certificate • ITIL® 4 Managing Professional High-velocity IT (HVIT)

## Certificado

Este curso confere certificado de frequência a todos os participantes que frequentem no mínimo 80% das horas do curso.

## Conteúdo em detalhe

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL 4. Students who have attended this course, and have done some self study, are suitably prepared to take HVIT test.

### Module 1: Introduction

- Course Introduction
- Learning Objectives
- Characteristics
- ITIL® 4 Certification Course Components
- Course Agenda
- 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

- 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

- Reconstructing for Service Agility
- Safety Culture
- Stress Prevention

## Module 9: Supporting Models and Concepts for Progress

- Working in Complex Environments
- Understanding the 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
- A/B Testing

## Module 12: Techniques for Fast Developments

- Fast Development Infrastructure as Code
- Reviews
- Continual Business Analysis
- Continuous Integration / ContinuousDelivery (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-create
- Value Service Experience