ITIL 4 Specialist High-velocity IT

ITIL

Com certificação

- **Nível:**
- **Duração:** 24h

Sobre o curso

This ITIL course provides an understanding of the ways in which digital organizations and digital operating models function in high velocity environments, focussing 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 Cloud, Automation, and Automatic Testing.

The course is based on the ITIL 4 best practice service value system featured in the latest guidelines

About the exam

- The exam is closed book with forty (40) multiple-choice questions. The pass grade is 70% (28 out of 40 questions).
- The exam lasts 90 minutes. Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.

Destinatários

- Individuals continuing of 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

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Pré-requisitos

Candidates must hold the ITIL 4 foundation certificate

Programa

- 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

- **Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT**
    - Understand the following terms:
        - Digital organization
        - High velocity IT
        - Digital transformation
        - IT transformation
        - Digital products
        - Digital technology
    - Understand when the transformation to high velocity IT is desirable and feasible
    - The five objectives associated with digital products – to achieve:
        1. Valuable investments – strategically innovative and effective application of IT
        2. Fast development – quick realization and delivery of IT services and IT-related products
        3. Resilient operations – highly resilient IT services and IT-related products
        4. Co-created value – effective interaction between service provider and consumer
        5. Assured conformance – to governance, risk and compliance (GRC) requirements
- **Understand the digital product lifecycle in terms of the ITIL ‘operating model’**
    - Understand how high velocity IT relates to:
        - The four dimensions of service management
        - The ITIL service value system
        - The service value chain
        - The digital product lifecycle
- **Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT**
    - Understand the following concepts:
        - Ethics
        - Safety culture
        - Toyota Kata
        - Lean / Agile / Resilient / Continuous
        - Service-dominant logic
        - Design thinking
        - Complexity thinking
    - Know how to use the following principles, models and concepts:
        - Ethics
        - Safety culture
        - Lean culture

        - Toyota Kata
        - Lean / Agile / Resilient / Continuous
        - Service-dominant logic
        - Design thinking
        - Complexity thinking
- **Know how to contribute to achieving value with digital products**
    - Know how the service provider ensures valuable investments are achieved
    - Know how to use the following practices to contribute to achieving valuable investments:
        - Portfolio management
        - Relationship management
    - Know how the service provider ensures fast deployment is achieved
    - Know how to use the following practices to contribute to achieving fast deployment:
        - Architecture management
        - Business analysis
        - Deployment management
        - Service validation and testing
        - Software development and management
    - Know how the service provider ensures resilient operations are achieved
    - Know how to use the following practices to contribute to achieving resilient operations:
        - Availability management
        - Capacity and performance management
        - Monitoring and event management
        - Problem management
        - Service continuity management
        - Infrastructure and platform management
    - Know how the service provider ensures co-created value is achieved
    - Know how to use the following practices to contribute to achieving co-created value with:
        - Relationship management
        - Service design
        - Service desk
    - Know how the service provider ensures assured conformance is achieved
    - Know how to use the following practices to contribute to achieving assured conformance:
        - Information security management
        - Risk management