

ITIL® 4 Specialist High Velocity IT (HVIT)

COURSE OVERVIEW

ITIL 4 is a framework for quality IT service management (ITSM) through proven best practice, providing practical and flexible guidance to support your organization on its journey to digital transformation while empowering your IT teams to continue to play a crucial role in the wider business strategy. This course highlights the ways in which digital organizations and digital operating models function in high-velocity environments, including the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing.

WHO SHOULD ATTEND?

Delegates attending this course must have successfully achieved the ITIL 4 Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Ideally candidates should have at least two years professional experience working in IT Service Management. Individuals continuing of their journey in service management, ITSM managers and aspiring ITSM managers, managers and practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Make the right digital investments.
- Realize and deliver digital products and services quickly.
- Provide digital products and services that are highly resilient to disruption.
- Ensure that the service consumer realizes value from the digital products and services.
- Assure conformance of activities with governance, risk and compliance requirements.
- Understand and know how to use the key principles and methods of Organizational Change. Management to direction, planning and improvement.
- Understand and know how to use the key principles and methods of measurement and reporting in directing, planning and improvement.
- Understand and know how to direct, plan and improve value streams and practices.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Digital Product Lifecycle and ITIL Guiding Principles.
- High Velocity IT Culture and Mindset.
- Lean, Agile, and DevOps Integration.
- Digital and IT Strategy Alignment.
- Value Stream Mapping and Optimization.
- Resilient and Secure Digital Services.
- Automation, Cloud, and Advanced Technologies.
- Performance and Metrics in Digital Environments.
- Rapid Delivery and Deployment Practices.
- Real-World Case Studies and Exam Preparation.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded