

COURSE OUTLINE

ITIL® 4 Specialist High-velocity IT

Duration: 3 Days

Prerequisites:

To ensure that participants are prepared for the ITIL® 4 Specialist Drive Stakeholder Value course and can get the most out of the training, the following minimum prerequisites are recommended:

- An understanding of ITIL 4 Foundation concepts: Before advancing to the ITIL 4 Specialist modules, it's essential to have a grasp of the basic ITIL 4 principles and terminology, as High-velocity IT builds upon these foundations.
- Familiarity with IT and digital services: General knowledge of how IT and digital services operate within an organization will be beneficial, as the course delves into service architecture and management.
- Basic knowledge of service management: A foundational understanding of service management practices will help you to absorb the course content more effectively.
- Experience in IT operations or development: While not strictly required, some practical experience in IT operations, development, or service management can provide context and enhance your understanding of the course material.
- An open mind for learning new concepts: The course will introduce various new ideas and practices, so an eagerness to learn and adapt is crucial.
- Remember, these prerequisites are not meant to discourage you from enrolling in the course. They are simply guidelines to help you maximize your learning experience. If you have a strong desire to learn and grow in the field of IT service management, this course is a step in the right direction.

Course Description:

The ITIL 4 Specialist High-velocity IT course is an intermediate-level certification within the ITIL 4 framework, designed for IT practitioners and leaders who aim to understand the ways in which digital organizations and digital operating models function in high-velocity environments. This course will help learners to explore the ways in which digital organizations and digital operating models function in high-velocity environments, focusing on rapid delivery of products and services to obtain maximum value. Throughout the course, participants will delve into key ITIL 4 practices and how they contribute to service management in modern tech-driven service environments. The ITIL 4 Specialist High-velocity IT certification ensures that learners are well-equipped with the knowledge of working practices like Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing. Learners will gain insights on ethical considerations, digital transformation, design thinking, and how to ensure valuable investments, fast development, resilient operations, co-created value, and assured conformance.

This comprehensive course is instrumental for those looking to excel in IT service management within fast-paced and transformative IT environments.

Course Objectives:

- Understand the key concepts of high-velocity IT and how it differs from traditional IT approaches.
- Explore the underpinning digital technology and how it enables digital transformation and supports digital organizations.
- Gain insights into the ITIL® 4 High-Velocity IT approaches and how they contribute to delivering valuable digital products and services quickly and efficiently.
- Discover the operating models that enable organizations to function at high velocity, including lean, agile, and DevOps methodologies.
- Learn about the ITIL® 4 management practices and how they are integrated and adapted to support high-velocity IT.
- Grasp the cultural aspects necessary for high-velocity IT, including the ITIL guiding principles and key behavior patterns.
- Apply concepts like ethics and design thinking to align IT initiatives with business objectives and customer needs.
- Develop an understanding of supporting models and concepts for creating a safe and agile working environment, including a focus on stress prevention and safety culture.
- Acquire techniques for fast development and resilient operations, such as Infrastructure as Code, Continuous Integration/Continuous Delivery (CI/CD), and Site Reliability Engineering (SRE).
- Learn how to ensure valuable investments through techniques like prioritization, Minimum Viable Product (MVP) development, A/B testing, and product/service ownership.

Intended Audience:

The ITIL® 4 Specialist High-velocity IT course is designed for IT professionals seeking to enhance digital service delivery through ITIL® practices.

Target Audience for the ITIL® 4 Specialist High-velocity IT course:

- IT Managers and Support Teams
- IT Architects
- Systems Administrators
- Operations Managers
- DevOps Practitioners
- IT Project Managers
- Agile Scrum Masters
- Software Developers
- Quality Assurance Professionals
- IT Consultants
- Service Management Professionals
- IT Change Leaders
- Digital Transformation Managers
- Anyone involved in the management and delivery of digital services

Course Outline:

MODULE 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Course Agenda

MODULE 2: Introduction To HVIT

- High-Velocity IT
- Digital Technology
- Digital Organizations
- Digital Transformation

MODULE 3: HVIT Approaches

- Relevance of High-Velocity IT Approaches
- High-Velocity IT Approaches in Detail

MODULE 4: HVIT Operating Model

- Introduction
- ITIL Perspective
- High-Velocity IT Aspects
- High-Velocity IT Applications

MODULE 5: ITIL Building Blocks For HVIT

- Digital Product Lifecycle
- Service Value Streams
- Four Dimensions of Service Management
- Four Dimensions of Service Management
- ITIL Management Practices

MODULE 6: HVIT Culture

- Key Behavior Patterns
- ITIL Guiding Principles

MODULE 7: Supporting Model And Concept For Purpose

- Ethics
- Design Thinking

MODULE 8: Supporting Model And Concept For Purpose For People

- Reconstructing for Service Agility
- Safety Culture
- Stress Prevention

MODULE 9: Supporting Model And Concept For Purpose For Progress

- Working in Complex Environments
- Lean Culture
- ITIL Continual Improvement Model

MODULE 10: HVIT Objectives and Techniques

- High-Velocity IT Objectives
- High-Velocity IT Techniques

MODULE 11: Techniques for Valuable Investments

- Valuable Investments – The Measurement Criteria
- Valuable Investments – Need and Benefits

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- Digital Product Lifecycle and Potential Value Realization
- Prioritization Techniques
- Minimum Viable Products and Services
- Product/Service Ownership
- A/B Testing

MODULE 12: Techniques For Fast Development

- Basic Concepts Related to Fast Development
- Infrastructure as Code
- REVIEWS
- Continual Business Analysis
- Continuous Integration / Continuous Delivery (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-created value
- Service experience

MODULE 15: Techniques For Assured Conformance

- Introduction to Assured Conformance
- DevOps Audit Defense Toolkit
- DevSecOps
- Peer Review

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