ITIL® 4 High Velocity IT

Course Description:
ITIL 4 brings ITIL up to date in 2019 by revising many established ITSM practices and placing them in the wider context of customer experience, value streams and digital transformation, as well as embracing new ways of working, such as Lean, Agile and DevOps.

ITIL4 Specialist High-velocity IT is aimed at IT managers and practitioners involved in digital services or digital transformation projects working within or towards high velocity environments. Accredited training for the ITIL Managing Professional modules is mandatory to enable full understanding of the core material. All modules have ITIL 4 Foundation as a prerequisite.

Course and Learning Objectives:
This course prepares students for the ITIL 4 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 course will also 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.
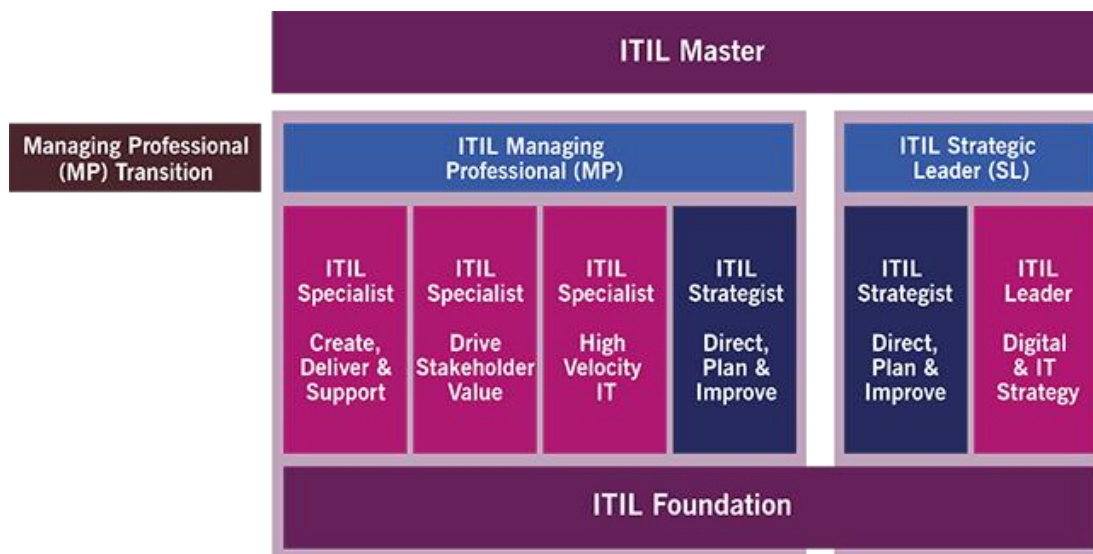
The ITIL 4 High Velocity IT qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows.

Course Approach:
This course is delivered in a classroom setting using a case study and exercises that are designed to guide candidates, whether they are customers or service providers, through the principles and practices of co-creating value through services. Students who have attended this course, and have done some self-study, are suitably prepared to take the associated ITIL 4 HVIT test.

Certificate:
ITIL® 4 High Velocity IT

Course Student Material:
Participants will receive an ITIL® HVIT classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Duration
3 days

Languages:
Cantonese

Target Audience:
The target audience for this qualification is:
- individuals continuing their journey in service management
- ITSM managers & aspiring ITSM managers
- IT managers & practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments
- existing ITIL qualification holders wishing to develop their knowledge.

Prerequisites
For this course, you are required to have obtained your ITIL 4 Foundation certificate. You will need to provide us with a copy of this certificate upon registration in order to take this course.

About the Examination:
The exam is closed book with forty (40) multiple-choice questions. The pass grade is 70% (28 out of 40 questions).