

# ITIL® 4 Specialist: High-Velocity IT Training

**Module 1: Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT**

Understand the following terms:

- Digital organisation
- High-velocity IT
- Digital transformation
- IT transformation
- Digital product
- Digital technology



Understand when the transformation to high-velocity IT is desirable and feasible.

Understand the five objectives associated with digital products to achieve:

- Valuable investments – strategically innovative and effective application of IT
- Fast development - quick realisation and delivery of IT services and IT-related products
- Resilient operations - highly resilient IT services and IT-related products
- Co-created value - effective interactions between the service provider and consumer
- Assured conformance - to governance, risk and compliance requirements

**Module 2: 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

### **Module 3: Understand the importance of the ITIL guiding principles and other fundamental concepts for delivering high-velocity IT**

Understand 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 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

To contribute to:

- Help get customers' jobs done
- Trust and be trusted
- Continually raise the bar
- Accept ambiguity and uncertainty
- Commit to continual learning



### **Module 4: Know how to contribute to achieving value with digital products**

- Qualifying value
- Working with tools

**Module 5: Know how the service provider ensures valuable investments are achieved. Know how to use the following practices to contribute to achieving valuable investments and the references below which refer to the practices guidance**

- Portfolio management
- Relationship management

**Module 6: Know how the service provider ensures fast development is achieved. Know how to use the following practices to contribute to achieving fast development**

- Architecture management
- Business analysis
- Service validation and testing
- Software development and management

**Module 7: 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



**Module 8: 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 the service consumer**

- Relationship management
- Service design
- Service desk

**Module 9: 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