

ITIL® 4 Specialist – High Velocity IT with exam

Duration: 3 days

Audience: Professionnel TI|Gestionnaire

Who is this training for?

- Anyone wishing to improve their knowledge of service management
- Managers and aspiring ITSM managers
- IT professionals and managers involved in digital services or who work in digital transformation projects in high-velocity environments
- Holders of an ITIL® certification who wish to update their knowledge

Training objectives

- Understand the concepts related to the high velocity of digital enterprises, including the requirements imposed on IT
- Understand the digital product lifecycle in terms of the ITIL® operating model
- Understand the importance of ITIL® guiding principles and other fundamental concepts in order to deliver high-velocity IT
- Understand how to contribute to the realization of value in digital products

Summary

ITIL® 4 focuses on a new form of IT service management, focused on consumer experience, value streams, digital transformation and the latest ways of working, such as Lean, Agile and DevOps.

The ITIL® 4 - High Velocity IT certification enables students to understand the ways in which digital organizations and digital operating models operate in high-velocity environments, with a focus on delivering products and services quickly in order to achieve maximum value.

The ITIL® 4 - High Velocity IT certification allows students to understand working methods such as Agile and Lean and technical and technological practices such as cloud computing, automation and automatic testing.

The ITIL® 4 - High Velocity IT exam assesses whether you have a sufficient understanding of the principles outlined in the training syllabus to obtain the ITIL® 4 - High Velocity IT certification.

The ITIL® 4 - High Velocity IT certification is one of the prerequisites for the ITIL® 4 Managing Professional designation, which assesses the technical and practical knowledge of IT departments, teams and workflows.

Our team of trainers includes professionals who work daily in environments where these practices support the co-creation of value. Our training includes examples, simulations and case studies related to the realities of today's organizations.

Course outline

- Understand the concepts related to the high velocity of digital enterprises, including the requirements imposed on IT. (BL2)
- Understand the lifecycle of digital products in terms of the ITIL® operating model. (BL2)
- Understand the importance of ITIL® guiding principles and other fundamental concepts in order to deliver high-velocity IT. (BL3)
- Understand how to contribute to the realization of value in digital products. (BL3)

Approach and methodology

Each student will receive an ITIL® 4 - High Velocity IT workbook in electronic format (PDF) that contains all presentation materials, lecture notes, case studies, and sample exams. An interactive approach including readings, discussions and experience sharing will prepare participants for the ITIL® 4 - High Velocity IT certification and provide them with the practical knowledge needed in their work.

Prerequisites

Training and certification prerequisites:

- Hold ITIL® 4 Foundation certification or equivalent content.
- Proof of certification will be required upon registration.

In addition, you must have attended accredited training for this module (the recommended number of hours for this training is 18 hours, including the exam).

Recommendations

Participants would benefit from familiarizing themselves with concepts related to high-velocity digital environments, such as Agile, DevOps, automation and cloud computing. It is recommended to think about the issues related to the speed of delivery, value creation and performance of services in their organizational context.

Certifications

- The exam is composed of 40 multiple-choice questions. No documentation is permitted during the review.
- The pass mark is 70% (28 correct answers out of 40).
- Each question is worth 1 point.
- No negative scores will be awarded.
- The exam lasts 90 minutes.
- Non-English speakers can request 25% more time to complete the exam.
- 13 questions are at level 2 on the Bloom scale (about 32.5%).
- 27 questions are at level 3 on the Bloom scale (about 67.5%).

Accreditations

This course qualifies you for 21 PMI® Professional Development Units (PDUs).

Code for recognition of accreditation units: 5054KWAC5Y

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