

training code: ZP-ITIL4-HVITen / ENG DL 3d / EN

# ITIL® 4 Specialist: High Velocity IT (HVIT) - accredited training with exam

Accredited training with exam ITIL® 4 Specialist: High Velocity IT Value ITIL Certificate

The **ITIL® 4** Specialist: High-velocity IT module explores the ways in which digital organizations and digital operating models function in high-velocity environments. It will help aspiring organizations and practitioners to understand the difference between **IT transformation** and digital transformation and know where to make digital investment for significant business enablement. This module will enable traditional practitioners and organizations to update their skills and working methods for the digital era.

**ITIL® 4** Specialist High-velocity IT focusses on the characteristics of high-velocity organizations and demonstrates how ITIL's operating model, principles and operational practices can be used for digital delivery, from optimization to **radical transformation**.



## Purpose of the training

IT managers and practitioners working within or towards the delivery of digital products and services. Anyone involved in digital services or working on digital transformation projects.

IT professionals in organizations working in, or migrating to lean, agile or DevOps ways of working or highly automated environments.

Example job titles: Service Designer; Release Manager; Cloud Architect; DevOps Engineer; Software Developer; Automation Specialist; Test Engineer; Scrum Master; Business Transformation Manager; Applications Engineer; Cloud Software and Network Engineer; IT Operations Manager

The ITIL® 4 High-Velocity IT qualification is one of the pre-requisites for the designation of ITIL® 4

Managing Professional.



## Benefits of completing the training

ITIL® 4 Specialist: HVIT – Benefit Statements

- Discover the ways in which digital organizations and digital operating models function in high-velocity environments
- Helps aspiring organizations and practitioners to understand the difference between IT transformation and digital transformation and know where to make digital investment
- Provides the ‘digital perspective’ and a new way of looking at ITIL
- Demonstrates how ITIL’s operating model, principles and operational practices can be used for digital delivery and transformation.

ITIL® 4 Specialist: HVIT will provide you with the skills and knowledge to:

- Understand the rapid nature of the digital enterprise and how to co-create resilient and valuable digital services at speed
- Understand the benefits of a less centralized approach to IT service delivery
- Utilize the latest digital technology to optimize end-user services and maximise investments
- Balance working with complex, adaptive systems and flexible processes that can adapt to changing environments
- Demonstrate how to integrate the digital product lifecycle with ITIL’s core operating model to meet and exceed business goals
- Utilize new ways of working and approaches to enable small incremental steps and effectively work with new and complex systems.



## Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant’s account.

Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant’s desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.



## Exam description

- Exam duration: 90 minutes
- Multichoice questions
- There are 40 questions, each worth 1 mark. There is no negative marking.
- Candidates need to get 28 questions correct (70%) to pass the exam.
- This is a 'closed book' exam.



## Expected Listener Preparation

[ITIL®4 Foundation certification](#)



## Training Language

- **Training:** English
- **Materials:** English
- **Exam:** English

## Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® 4 online exam
- Authorized ITIL® 4 manual in the online version (as required by the vendor)

Additional options:

- Take2 re-sit exam repetition: PLN 200

## Duration

3 days / 21 hours

## Training agenda

The agenda covers following learning outcomes:

- Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT
- Understand the digital product lifecycle in terms of the ITIL 'operating model'
- Understand the importance of the ITIL guiding principles and other fundamental concepts for delivering high velocity IT
- Know how to contribute to achieving value with digital products

Practices covered in ITIL®4 Specialist: High-velocity IT: Architecture management, Availability management, Business Analysis, Capacity and performance management, Deployment management, Information security management, Infrastructure and platform management, Monitoring and event management, Portfolio management, Problem management, Relationship management, Service continuity management, Service design, Service desk, Service validation and testing, Software development and management.