ITIL® 4 Specialist, High Velocity IT: Certification

Hands-on course of 3 days - 21h
Ref.: ITV - Price 2024: €2 320 (excl. taxes)

EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Prepare for and take the ITIL 4 Specialist HVIT certification exam

Become familiar with concepts about the high-velocity nature of the digital enterprise

Contribute to value creation with digital products

TEACHING METHODS

This course involves active, participatory learning. ITIL® concepts are explained, illustrated through feedback, and enhanced with group discussions.

CERTIFICATION

The certification exam is given in French. Training delivered in French.

THE PROGRAMME

last updated: 06/2022

1) Concepts
- Digital product, technology, and organization.
- Digital transformation.
- The four dimensions of service management.
- The ITIL service value system.
- What HVIT adds: integration (CI), delivery (CD), and deployment.
- Key features.

2) Practices for value investments
- Portfolio management.
- Relationship management.
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Architecture management.

3) Business analysis.
- Deployment management.
- Validating and testing the service.

4)
- Practices for resilient operations
- Availability management.
- Capability and performance management.
- Monitoring and managing events.
- Problem management.
Managing infrastructure and platforms.

5)
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- Practices for a resilient operation
- Relationship management.
- Designing the service.
- Service desk.

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Practices to ensure compliance

6) Information security management.
- Risk management.
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Review of the ITIL® 4 HVIT program.

7) Questions/answers between participant and trainer.
- Mock exam and group correction. Tips for the exam.
- Exam
Delivering high-velocity IT

8) ITIL guidelines and fundamental concepts for delivering high-velocity IT.
- Principles, models, and concepts.
- Different influences (Lean/Agile/Resilience/Continuous).
- HVIT behaviors.

DATES

REMOTE CLASS
2025 : 17 Feb, 28 Apr, 16 Jul, 27
Oct