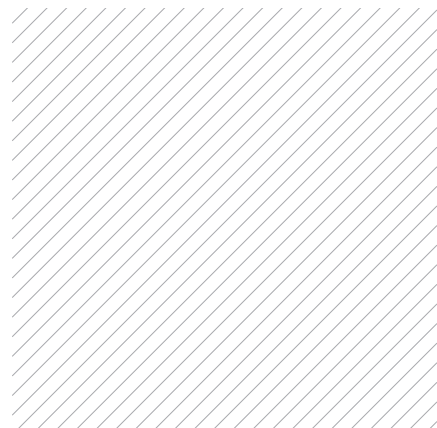# ITIL® 4 Specialist High-Velocity IT

Training Course

❯ Why Bakkah?

Bakkah Learning is a leading company in the training field, with a team of carefully acquired experts in different spectrums of business to support learners in their journey to achieve professionalism and better opportunities in life.

CONTENT
- Designed by Experts
- Aligned with today's business world topics

PARTNERSHIPS
- Exclusive Partnerships with International Accreditation Bodies, like Axelos.

24/7 TECHNICAL SUPPORT
- Ready to answer your inquiries and handle your requests.

FLEXIBLE DELIVERY METHODS
- Live Online

About the Course

The ITIL® 4 Specialist: High-Velocity IT course, accredited by AXELOS, enables organizations to adopt high-velocity IT practices. This comprehensive training equips participants with knowledge of Agile, Lean, DevOps, and IT automation. Completion of this course provides valuable internationally recognized credentials and ensures high-quality training aligned with industry standards for driving digital transformation and IT-driven business innovation.

❯ Why Earn this Badge?

01

Specialized Expertise:
Demonstrate knowledge in high-velocity IT practices.

02

Industry Recognition:
Gain credibility in IT service management.

03

Career Advancement:
Open doors to new opportunities and growth.

04

Enhanced IT Service Delivery:
Optimize service delivery in fast-paced environments.

05

Adaptability and Agility:
Thrive in rapidly changing IT landscapes.

06

Networking and Community:
Connect with professionals in high-velocity IT.

Staying Ahead of the Industry:
Drive IT transformation and organizational success.

Who Needs this Course?

01 IT Managers and Leaders

02 Business Analysts

03 IT Service Managers

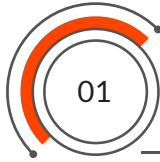**04** IT Project Managers

05 IT Consultants
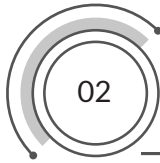
06 IT Professionals

Course Objectives:

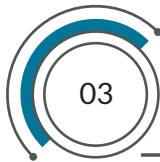By the end of this course, you'll able to:

01 Implement high-velocity IT practices and methodologies.
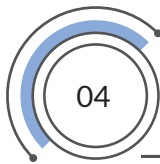
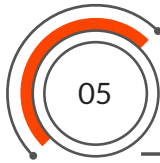**02** Drive digital transformation initiatives effectively.

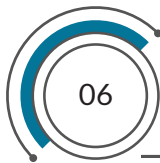**03** Foster innovation and agility within your organization.

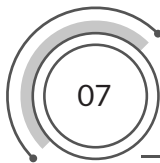**04** Optimize IT performance and service delivery.

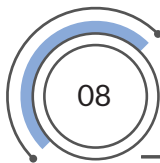**05** Enhance customer experience through customer-centric IT practices.

06 Enhance customer experience through customer-centric IT practices.

07 Stay updated with the latest trends and practices in high-velocity IT.

08 Lead and manage IT teams in a fast-paced and evolving environment.

Exam Details

The ITIL ® 4 High-Velocity IT Exam Details

The ITIL® 4 High-Velocity IT exam evaluates the candidates' understanding of high-velocity concepts and hands-on experience in the deployment of digital tools.

HVIT Exam Prerequisite

An **ITIL 4 Foundation certification** is a pre-requisite for studying High-velocity IT.

ITIL ® 4 Specialist High-Velocity IT Exam Format

The HVIT exam format consists of the listed details:

- The exam consists of 40 questions
- Multiple-choice exam questions
- Candidates shall answer at least 28 out of 40 marks to pass (A pass mark is 70%)
- The exam duration is 90 minutes
- Bloom's level 2 ("Comprehension") and level 3 ("Application")
- No case studies
- Closed book

Course Outlines

ITIL®4: Service Management Key Concepts

- Key Concepts of Service Management
- Service Consumer Roles
- Service Offering
- Service Provisioning
- Four dimensions of Service Management
- Service Value System
- Guiding Principles
- ITIL Practices
- Service Value chain

High-Velocity Nature of the Digital Enterprise

- High-velocity Nature Of The Digital Enterprise
- Understand various terms
- High velocity IT objectives

Digital Product Lifecycle

- ITIL 4 and Digital product lifecycle
- The four dimensions of service management
- Service Value System
- Service Value chain
- ITIL 4 HVIT and the Value Chain
- The Digital Product Lifecycle

Course Outlines

Fundamental Concepts for Delivering High-Velocity IT

- Key Behaviours
- Techniques For Valuable Investments
- Prioritization techniques
- A/B testing
- Infrastructure As Code
- Loosely-coupled Information System Architecture
- Continual Business Analysis
- Continuous Integration/Continuous Delivery
- Kanban
- Techniques For Resilient Operations
- «Techniques For Assured Conformance «
- Fundamental Concepts For Delivering HVIT
- Principles, Models, And Concepts

Achieve Value with Digital Products

- Software Development And Management Practice
- Service Validation And Testing Practice
- Deployment Management Practice
- Business Analysis Practice
- Relationship Management Practice
- Portfolio Management Practice
- Architecture Management Practice
- Problem Management Practice
- Monitoring And Event Management Practice
- Availability Management Practice
- Information Security Management Practice
- Service Continuity Management Practice
- Infrastructure And Platform Management
- Capacity And Performance Management Practice
- The Service Desk Practice

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