ITILR 4 Specialist High-velocity IT

Overview

ITIL® 4 Foundation Certificate: You should have successfully completed the ITIL 4 Foundation examination and possess a good understanding of the ITIL framework.

Basic understanding of IT service management (ITSM): Familiarity with core concepts of ITSM and how services are delivered within an IT organization.

Experience in IT service delivery: Although not mandatory, having practical experience in delivering IT services will help you relate the concepts to real-world scenarios.

Willingness to learn and adapt: A proactive attitude towards learning and the ability to adapt to new processes and methodologies.

Effective communication skills: As the course covers topics related to team culture and positive communication, it's beneficial to have basic interpersonal and communication skills

Objectives

IT practitioners focused on service management and improvement.

- ➢ IT Service Managers
- ➢ IT Directors
- ➢ IT Consultants
- ➢ IT Audit Managers
- ➢ IT Project Managers
- ➢ Operations Managers
- ➢ Quality Analysts
- ➢ Process Owners
- ➢ Service Desk Managers
- ➢ DevOps Team Members
- ➢ IT Architects
- ➢ Software Developers
- ➢ IT Support Staff
- ➢ Data Analysts
- ➢ Business Managers responsible for IT services
- ➢ Professionals aiming to learn about advanced ITIL practices
- ➢ Individuals seeking ITIL Managing Professional (MP) status
- ➢ Anyone involved in the design, delivery, and support of IT-enabled services

Training Content

Module 1: Course Introduction
- Let's Get to Know Each Other
- Course Overview
- Course Learning Objectives
- Course Agenda

Module 2: Introduction To HVIT
- High-Velocity IT
- Digital Technology
- Digital Organizations
- Digital Transformation

Module 3: HVIT Approaches
- Relevance of High-Velocity IT Approaches
- High-Velocity IT Approaches in Detail

Module 4: HVIT Operating Model
- Introduction
- ITIL Perspective
- High-Velocity IT Aspects
- High-Velocity IT Applications

Module 5: ITIL Building Blocks For HVIT
- Digital Product Lifecycle
- Service Value Streams
- Four Dimensions of Service Management
- Four Dimensions of Service Management
- ITIL Management Practices

Module 6: HVIT Culture
- Key Behavior Patterns
- ITIL Guiding Principles

Module 7: Supporting Model And Concept For Purpose
- Ethics
- Design Thinking

Module 8: Supporting Model And Concept For Purpose For People
- Reconstructing for Service Agility
- Safety Culture

- Stress Prevention

Module 9: Supporting Model And Concept For Purpose For Progress
- Working in Complex Environments
- Lean Culture
- ITIL Continual Improvement Model

Module 10: HVIT Objectives and Techniques
- High-Velocity IT Objectives
- High-Velocity IT Techniques

Module 11: Techniques for Valuable Investments
- Valuable Investments – The Measurement Criteria
- Valuable Investments – Need and Benefits
- Digital Product Lifecycle and Potential Value Realization
- Prioritization Techniques
- Minimum Viable Products and Services
- Product/Service Ownership
- A/B Testing

Module 12: Techniques For Fast Development
- Basic Concepts Related to Fast Development
- Infrastructure as Code
- REVIEWS
- Continual Business Analysis
- Continuous Integration / Continuous Delivery (CI/CD)
- Continuous Testing
- Kanban

Module 13: Techniques For Resilient Operations
- Introduction to Resilient operations
- Technical Debt
- Chaos Engineering
- Definition of Done
- Version control
- Algorithmic IT Operations
- ChatOps
- Site Reliability Engineering (Sre)

Module 14: Techniques For CO-Created Value

- Basic concepts of co-created value
- Service experience

Module 15: Techniques For Assured Conformance

- Introduction to Assured Conformance
- DevOps Audit Defense Toolkit
- DevSecOps
- Peer Review