

# ITIL® 4 Specialist: High-Velocity IT training



## Online Course

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## Course Modules

### 1. Introduction to ITIL High-Velocity IT (HVIT)

- Introduction to ITIL®4: High-velocity IT (HVIT)
- ITIL 4 HVIT and the Service Value Chain

### 2. Key Concepts of High-velocity IT

- High-Velocity IT
- Digital Technology
- Operational Technology
- Digital Organisation
- Digital Transformation
- IT Transformation
- IT Transformation – Model 1
- IT Transformation – Model 2
- IT Transformation – Model 3
- IT Transformation
- Digital Products and Services
- High-Velocity IT Objectives
- Key Characteristics of HVIT



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## **3. Adopting the ITIL Servc Value Systm to Enable High-Velocity**

- Mapping Operating Models
- Digital Products Lifecycles
- ITIL Service Value Chain
- Service Value Chain Activities and DevOps
- Service Consumer
- Service Consumer's Perspective
- Interacting Service Value Chains
- Eg Service Value Streams Referring to Service Value Chain
- Value Streams

## **4. Four Dimensions of Service Management**

- Four Dimensns of Service Management Includg the Six PESTLE
- Organisation and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External factors Streams and Processes





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## 5.High-Velocity IT Culture

- Key Behaviour Patterns
- Accept Ambiguity and Uncertainty
- Trust and Be Trusted
- Continually Raise the Bar
- Help Get Customers' Jobs Done
- Commit to Continual Learning
- Models and Concepts of HVIT Culture
- Models and Concepts and Related Key Behaviour Patterns
- Purpose
- Ethics
- Why Ethics is Important?
- Education
- Organisational Design
- Habits and the Role of Failure
- Ethics and Artificial Intelligence
- Techno-Ethics (Tethics) Topics for Discussion
- Safety Culture
- Lean Culture
- Elements of Lean Culture
- ITIL Continual Improvement Model
- Toyota Kata
- OODA Loop



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- Key Characteristics of High-Velocity IT
- Lean
- Agile
- Resilient
- Continuous
- Combining HVIT Characteristics to Co-Create Value
- Design Thinking
- Working in Complex Environments
- Complexity Thinking
- Cynefin Framework

## 6. High-Velocity IT Techniques

- High-Velocity IT Techniques

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## 7. Techniques for Valuable Investments

- Techniques for Valuable Investments
- Prioritisation Techniques
- Cost of Delay
- Buy/Hold/Sell
- Other Techniques
- Minimum Viable Products and Services
- Practices for Which Minimum Viable Product is Relevant
- Product or Service Ownership
- Practices for Which Product or Service Ownership is Relevant
- A/B Testing
- Practices for Which A/B Testing is Relevant
- Portfolio Management
- Relationship Management

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## 8. Techniques for Fast Development

- Infrastructure as Code
- Practices for Which Infrastructure as Code is Relevant
- Loosely Coupled Information System Architecture
- Practices for Which Loosely Coupled Info System Architecture
- Reviews
- Retrospectives
- Practices for Which Retrospectives Are Relevant
- Blameless Post-Mortems
- Practices for Which Blameless Post-Mortems Are Relevant
- Continual Business Analysis
- Faster Value Realisation with an Iterative Approach
- Practices for Which Continual Business Analysis is Relevant
- Continuous Integratn, Contnuous Delvry, & Contnuous Dploymt
- Practices for Which CI/CD are Most Relevant
- Continuous Testing
- Types of Software Testing
- Practices for Which Continuous Testing is Most Relevant
- Kanban
- Practices for Which Kanban is Relevant



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## 9. Techniques for Resilient Operations

- Techniques for Resilient Operations
- Technical Debt
- Practices for Which Technical Debt is Relevant
- Chaos Engineering
- Chaos Monkey
- Practices for Which Chaos Engineering is Relevant
- Definition of Done
- Definition of Ready
- Practices for Which the Definition of Done is Relevant
- Version Control
- AIOps
- Practices for Which AIOps is relevant
- ChatOps
- Practices for Which ChatOps is Relevant
- Site Reliability Engineering
- Practices for Which SRE is Relevant
- Service Continuity Management
- Infrastructure and Platform Management





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## **10. Techniques for Co-Created Value**

- Service Experience
- Practices for Which Service Experience is Relevant

## **11. Techniques for Assured Conformance**

- DevOps Audit Defense Toolkit
- Practices for Which the DevOps Audit Defense Toolkit is Relevant
- DevSecOps
- Practices for Which DevSecOps is Relevant
- Peer Review
- Practices for Which Peer Review is Relevant
- HVIT Summary

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