

COURSE OVERVIEW

Course Name:
(MC-HVITE) ITIL® 4
High Velocity IT

COURSE DURATION: 3 Days

Gauteng:

3rd Floor, 34 Whitely Road
Melrose Arch
Johannesburg
2196

Gauteng:

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town:


3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

Durban:

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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INTRODUCTION

The ITIL 4 Specialist : High-velocity IT course explores the ways in which digital organisations and digital operating models function in high velocity environments. It will help aspiring organisations and practitioners to understand the difference between IT transformation and digital transformation and know where to make digital investment for significant business enablement.

This course will enable traditional practitioners and organizations to update their skills and working methods for the digital era.

The course also focusses on the characteristics of high velocity organisations and demonstrates how ITIL's operating model, principles and operational practices can be used for digital delivery, from optimisation to radical transformation.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
 - Johannesburg, Durban, Cape Town
- Virtual instructor-led training
- Nationally: on-site at the client

INTENDED AUDIENCE

- 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.

PREREQUISITES

- Learners must have an ITIL 4 Foundation certificate or have attended and passed ITIL 4 Managing Professional Transition.
- ITIL v3 or previous versions of ITIL Foundation certificates are NOT a valid prerequisite.

COURSE OBJECTIVES

ITIL 4 Specialist: High-velocity IT course 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 centralised approach to IT service delivery.
- Optimise end-user services and make the right investments for your organisation using the latest digital technology and design thinking.
- Balance working with complex, adaptive systems enabled with flexible practices that adapt to changing environments.
- Demonstrate how to integrate the digital product lifecycle with ITIL's core operating model to meet and exceed business goals.
- Utilise new ways of working and approaches to enable small incremental steps to improve services to co-create increased value.

COURSE CONTENT

- Module 1: Course Intro and ITIL 4 Overview
- Module 2: High-velocity concepts
- Module 3: Digital Product lifecycle
- Module 4: High-velocity IT culture
- Module 5: High-velocity IT Techniques - Valuable investments
- Module 6: High-velocity IT Techniques - Fast Development
- Module 7: High-velocity IT Techniques - Resilient Operations
- Module 8: High-velocity IT Techniques - Co-created value and Assured conformance
- Module 9: High-velocity IT Summary

ASSOCIATED EXAMS AND CERTIFICATION

- 40 questions
- Multiple choice
- 28 out of 40 marks required to pass (70%)
- 90 minutes
- Closed book