



# ITIL® 4 SPECIALIST: HIGH-VELOCITY IT (HVIT)

Training Course

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# Why Bakkah?

**Bakkah** is a leading company that owns two subsidiaries: **Consulting Company and Learning Company**. With a team of highly experienced and certified professionals, we will help you capitalize on opportunities driven by proven business practices.

We help you obtain professional certificates that will take your career to the next level. Our Learning products focus on building and boosting capabilities by offering the best and latest internationally accredited training courses in various fields, including: Project Management, Human Resource, Business Analysis, Information Technology, Quality Management, Supply Chain Management and Logistics.

We are keen to use and keep up with the latest global learning methods and processes. Since our training courses are flexible and aligned with the global changes, this will ensure an ongoing learning process and build high-quality capabilities.

## Bakkah in Numbers





## Course Objective

High-velocity IT module explores the ways in which digital organizations and digital operating models function in high-velocity environments. It will help aspiring organizations and practitioners to understand the difference between IT transformation and digital transformation and know where to make digital investment for significant business enablement. This module will enable traditional practitioners and organizations to update their skills and working methods for the digital era.

### The course will help you to:

- converge business and IT goals
- recognize and manage complex adaptive systems
- bridge the development and operations gap
- improve performance with Lean, Agile, and DevOps
- increase the speed and quality of services
- invest in digital tools and techniques to create value.



## Course Methodology

### Online Training



5 Days – Online Training



Exam Simulation



Practice Test



Group Activity (Break-out Session) after each lesson



Access to additional References – Glossary/ Recommended Reading/ Syllabus




Material language will be in English






## Targeted Audience

### High-velocity IT module is for

 IT managers and practitioners who work in digital or highly automated environments, or who deliver digital products and services.

 For anyone involved in digital transformation and anyone transitioning to Lean, Agile, or DevOps ways of working.



## Course Outline



### 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



### 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



### 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



## 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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