ITIL 4 SPECIALIST HIGH VELOCITY IT CERTIFICATION TRAINING
Course Agenda

Course Overview:

Program Overview

This comprehensive ITIL 4 Specialist High Velocity IT Certification Training program by Sprintzeal is designed to equip IT professionals with the specialized knowledge and skills necessary to excel in the fast-paced, high-velocity IT environment. Participants will delve into the principles, practices, and techniques essential for successfully navigating the challenges of high-velocity IT.

Prerequisites

Participants are expected to have a foundational understanding of ITIL 4 principles and practices. A basic familiarity with IT service management concepts and the ITIL framework is highly recommended for optimal engagement and comprehension.

Target Audience

- IT Managers
- IT Team Leaders
- IT Service Designers
- IT Architects
- DevOps Professionals
- Agile Practitioners
- Continuous Improvement Managers
- Anyone involved in the delivery of digital services

Key Learning Outcomes

- Understand the concepts of high-velocity IT.
- Explore the principles of digital product management.
- Learn to utilize digital technology for IT service management.
- Master the techniques for fast-paced service delivery.
- Gain insights into the importance of collaboration in high-velocity environments.
- Develop skills for effectively managing the digital workforce.
- Explore the strategies for managing competitive pressures through IT.
- Acquire knowledge on the impact of emerging technologies on ITIL practices.

Skills You Will Acquire

- Agile and Scrum methodologies in IT service management.
- Application of Lean principles in high-velocity IT environments.
- Effective management of digital products throughout the lifecycle.
- Implementation of automation for IT service delivery.
- Collaboration techniques for high-performance teams.
- Skills for managing and controlling the digital workforce.
- Utilization of information and technology for strategic decision-making.
- Application of emerging technologies in ITIL practices.
- Risk management strategies in high-velocity IT environments.
- Techniques for continual improvement in digital services.

ITIL 4 Specialist High Velocity IT Certification Training Course Curriculum:

Module 1- Course Introduction

Lesson 1.01 - Understand the following terms:

- Digital organization
- High velocity IT
- Digital transformation
- IT transformation
- Digital product
- Digital technology

Lesson 1.02 - Understand when the transformation to high velocity IT is desirable and feasible

Lesson 1.03 - Understand the five objectives associated with digital products to achieve

- Valuable Investments - Strategically Innovative And Effective Application Of IT
- Fast Development - Quick Realization And Delivery Of IT Services And IT-Related Products
- Resilient Operations - Highly Resilient IT Services And IT-Related Products
- Co-Created Value - Effective Interactions Between Service Provider And Consumer
- Assured Conformance - To Governance, Risk And Compliance (GRC) Requirements

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Module 02 - Understand concepts regarding the highvelocity nature of the digital enterprise, including the demand it places on IT

Lesson 2.01 - Understand how high velocity IT relates to

- The Four Dimensions Of Service Management
- The ITIL Service Value System
- The Service Value Chain
- The Digital Product Lifecycle

Module 03 - Understand the digital product lifecycle interms of the ITIL "operating model"

Lesson 3.01 - Understand The Following Principles, Models, And Concepts:

- Ethics
- Safety Culture
- Lean Culture
- Toyota Kata
- Lean / Agile / Resilient / Continuous
- Service-Dominant Logic
- Design Thinking
- Complexity Thinking

Lesson3.02 - Know how to use the following principles, models, and concepts:

- Ethics
- Safety Culture
- Lean Culture
- Toyota Kata
- Lean / Agile / Resilient / Continuous
- Service-Dominant Logic
- Design Thinking
- Complexity Thinking

Module 04 - Understand the importance of the ITIL guiding principles and other fundamental concepts for delivering high velocity IT

Lesson 4.01 - Know how the service provider ensures that valuable investments are achieved

Lesson 4.02 - Know how to use the following practices to contribute to achieving valuable investments

- Portfolio Management
- Relationship Management

Lesson 4.03 - Know how the service provider ensures that fast development is achieved

Lesson 4.04 - Know how to use the following practices to contribute to the achievement of fast development

- Architecture Management
- Business Analysis
- Deployment Management
- Service Validation And Testing
- Software development and management

About Sprintzeal's ITIL 4 Specialist High Velocity IT Certification Training Program:

Sprintzeal's training program goes beyond traditional ITIL education, providing practical insights and hands-on experiences to help professionals thrive in dynamic, high-velocity IT landscapes. Our expert instructors guide participants through real-world scenarios, ensuring a comprehensive understanding of key concepts and their practical applications. Prepare to elevate your IT career with Sprintzeal's ITIL 4 Specialist High Velocity IT Certification Training.