

**ITIL Specialist: High Velocity IT**

**Course Number:** ITIL-130
**Duration:** 3 days

**Overview**

This ITIL High Velocity IT training course teaches IT professionals how to establish high velocity environments, focusing on rapid delivery of products and services to obtain maximum value. Attendees learn working practices, including Agile and Lean, and technical practices and technologies, including Cloud, Automation, and Automatic Testing.

**The ITIL Specialist: High Velocity IT exam:** A voucher for a 90-minute, 40 question examination for each student is included with this class. If desired at an additional cost, an independent exam proctor can be arranged for your team at the end of the course.

**Prerequisites**

All students must have taken [ITIL 4 Foundations](file:////training/itil-4-foundations) passed the ITIL 4 Foundation examination prior to attending this course.

**Materials**

All students receive comprehensive courseware.

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**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) for face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* The 5 Key Objectives of Digital Products
* High Velocity IT in the Service Value Chain
* 8 Core Models that Support the Adoption of High Velocity IT
* Ensuring Value with Digital Products
* Using ITIL Practices to Achieve Fast Development
* Using ITIL Practices to Achieve Resilient Operations
* Using ITIL Practices to Achieve Co-Created Value
* Using ITIL Practice to Assure Conformance

**Outline**

* Introduction
* Understanding Digital Enterprise Concepts
	+ Terminology
	+ Viability
	+ The 5 Objectives of Digital Products
		- Valuable Investments
		- Fast Development
		- Resilient Operations
		- Co-Created Value
		- Assured Conformance
* High Velocity IT and the ITIL Operating Model
	+ The 4 dimensions
	+ The ITIL Service Value System (SVS)
	+ The Service Value Chain (SVC)
	+ The Digital Product Lifecycle
* High-Velocity IT Models
	+ Ethics
	+ Safety Culture
	+ Lean Culture
	+ Toyota Kata
	+ Lean/Agile/Resilient/Continuous
	+ Service-dominant Logic
	+ Design Thinking
	+ Complexity Thinking
* Contributions to Key Objectives
	+ Getting customer’s jobs done
	+ Trust and be trusted
	+ Continually raise the bar
	+ Accept ambiguity and uncertainty
	+ Commit to continual learning
* Achieving Value with Digital Products
	+ Achieving Valuable Investments
		- Portfolio Management
		- Relationship Management
	+ Ensuring Fast Development
		- Architecture Management
		- Business Analysis
		- Deployment Management
		- Service Validation and Testing
		- Software Development and Management
	+ Resilient Operations
		- Availability Management
		- Capacity and Performance Management
		- Monitoring and Event Management
		- Problem Management
		- Service Continuity Management
		- Infrastructure and Platform Management
	+ Co-Created Value
		- Relationship Management
		- Service Design
		- Service Desk
	+ Assured Conformance
		- Information Security Management
		- Risk Management
* Conclusion