



## Course 65025A: ITIL® 4 High Velocity IT (HVIT)

### About This Course

The accredited ITIL 4 High Velocity IT course consists of 18 contact hours of material that can be self-studied or delivered by a trainer in 3 course days as traditional classroom or virtual instructor-led training. The course prepares you for the ITIL 4 High Velocity IT examination.

The purpose of the ITIL 4 High Velocity IT Qualification is:

- to provide the candidate with an understanding of the ways in which digital organizations and digital operating models function in high velocity environments, focusing on rapid delivery of products & services to obtain maximum value. The qualification will provide the candidate with an understanding of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing.

The purpose of the ITIL 4 High Velocity IT Examination is:

- to assess whether the candidate can demonstrate sufficient understanding and application of ITIL 4 to High Velocity IT, as described in the syllabus below, to be awarded the ITIL 4 High Velocity IT qualification. The ITIL 4 High Velocity IT qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows.

### Certification Examination Type and Duration

Upon completion of the course, candidates may sit the ITIL 4 High Velocity IT examination leading to the ITIL High Velocity IT Certificate in IT Service Management. 90 minutes (or 113 minutes and use of a dictionary for those taking the examination in a language other than their native or working language) is allowed for the closed-book, supervised examination which may be taken online or in a paper-based format. The examination is multiple-choice, consisting of forty (40) questions. A score of 28 out of 40 (70%) or more is required to pass the examination.

### Audience

The target audience for this qualification is:

- individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- IT managers and practitioners involved in digital services or working in digital transformation projects, working in or towards high velocity environments, and
- existing ITIL qualification holders wishing to develop their knowledge.

## Duration

The specification for this course specifies 30 contact hours of study, including the 90-minute exam, but exclusive of examination preparation (e.g., the review of the included sample exam(s)). The course is available as self-directed learning (including eLearning or Computer-Based Training, with an optional online exam with remote proctor) or as a traditional classroom or virtual instructor-led training delivery, with an in-person or online proctor. In a classroom setting, the typical expected time allocation will be 3 days, including time for summary, exam prep, mock exam, and the actual exam.

## Prerequisites

ITIL 4 Foundation certification and completion of an accredited ITIL 4 High Velocity IT training course in any format, e.g., traditional classroom, virtual instructor-led, or self-directed learning, e.g., eLearning, CBT, or digital or hardcopy courseware.

## Learning Objectives

At the end of this course, you should:

1. Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT
2. Understand the digital product lifecycle in terms of the ITIL 'operating model'
3. Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT
4. Know how to contribute to achieving value with digital products

## Course Outline

Module 1: HVIT and the Digital Enterprise

Module 2: The Digital Product Lifecycle

Module 3: Achieving Value with Digital Products

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