

# ITIL 4 Specialist: High-velocity IT Course

**Course Duration: 24 Hrs.**

**Course code: ITIL 4SHV**

## Course Overview

The ITIL 4 Specialist: High-velocity IT course focuses on enabling IT professionals to operate successfully in digitally advanced, fast-paced environments. It covers the use of Agile, Lean, and DevOps principles alongside ITIL® 4 practices to deliver digital products and services rapidly without compromising quality. This module is part of the ITIL® Managing Professional (MP) designation and is ideal for organizations looking to improve speed, agility, and value delivery in their IT operations.

## What you'll learn?

The course will help students to understand:

- Understand the concepts and practices of high-velocity IT.
- Apply Agile, Lean, and DevOps principles to accelerate IT service delivery.
- Align IT capabilities with business goals for rapid value creation.
- Manage risk, compliance, and security in high-speed environments.
- Optimize service performance with modern automation and digital tools.
- Prepare for the ITIL 4 Specialist: High-velocity IT certification exam.

## Target Audience

- IT Managers, Service Delivery Managers, and Service Desk Managers.
- ITSM (IT Service Management) professionals seeking advanced ITIL® skills.
- Project Managers and Digital Transformation Leaders.

- IT architects, developers, and engineers in Agile/DevOps environments.
- Professionals aiming for the ITIL® Managing Professional designation.

## Pre-Requisites

ITIL 4 Foundation certification (mandatory).

- Understanding of basic IT service management concepts.
- Experience in digital service delivery or IT operations is beneficial.

## Course content

Module 1: Introduction to High-velocity IT

- Definition and benefits of high-velocity IT
- The role of digital transformation in modern business

Module 2: High-velocity IT Concepts and Models

- The digital product lifecycle
- High-velocity IT objectives and operating models
- Service value system (SVS) in high-velocity Environments

Module 3: Applying Digital Product-oriented Thinking

- Lean, Agile, and DevOps in IT service management
- Product-centric approach to service Delivery

Module 4: High-velocity IT Culture

- Empowering teams and fostering innovation
- Collaboration, transparency, and continuous Learning

Module 5: Practices for High-speed IT Service Delivery

- ITIL management practices for rapid delivery
- Automation, cloud technologies, and AI integration

## Module 6: Risk, Compliance, and Security in High-velocity IT

- Managing risk at speed
- Balancing agility with governance and compliance

## Module 7: Value Stream Mapping and Optimization

- Identifying value streams in IT services
- Eliminating waste and improving flow

## Module 8: Exam Preparation

- ITIL 4 Specialist: High-velocity IT exam structure and tips
- Practice tests and case study discussions

