

# ITIL® 4 Specialist, High Velocity IT: Certification

Hands-on course of 3 days - 21h

Ref.: ITV - Price 2024: CHF2 320 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Prepare for and take the ITIL 4 Specialist HVIT certification exam

Become familiar with concepts about the high-velocity nature of the digital enterprise

Contribute to value creation with digital products

## TEACHING METHODS

This course involves active, participatory learning. ITIL® concepts are explained, illustrated through feedback, and enhanced with group discussions.

## CERTIFICATION

The certification exam is given in French. Training delivered in French.

## THE PROGRAMME

last updated: 06/2022

### 1) Concepts

- Digital product, technology, and organization.
- Digital transformation.
- The four dimensions of service management.
- The ITIL service value system.
- What HVIT adds: integration (CI), delivery (CD), and deployment.
- Key features.

### 2) Practices for value investments

- Portfolio management.
- Relationship management.

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*Architecture management.*

### 3) Business analysis.

- Deployment management.
- Validating and testing the service.

### 4)

- Practices for resilient operations
- Availability management.
- Capability and performance management.
- Monitoring and managing events.
- Problem management.

*Managing infrastructure and platforms.*

### 5)

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- Practices for a resilient operation
- Relationship management.
- Designing the service.
- Service desk.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

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*Practices to ensure compliance*

#### 6) Information security management.

- Risk management.

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*Review of the ITIL® 4 HVIT program.*

#### 7) Questions/answers between participant and trainer.

- Mock exam and group correction. Tips for the exam.

- Exam

*Delivering high-velocity IT*

#### 8) ITIL guidelines and fundamental concepts for delivering high-velocity IT.

- Principles, models, and concepts.

- Different influences (Lean/Agile/Resilience/Continuous).

- HVIT behaviors.

## DATES

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### REMOTE CLASS

2024 : 03 Jul, 04 Nov