training code: ZP-ITIL4-HVITen / ENG DL 3d / EN

ITIL® 4 Specialist: High Velocity IT (HVIT) - accredited training with exam

The ITIL® 4 Specialist: High-Velocity IT module, part of the ITIL 4 Managing Professional stream, is designed for ITSM professionals working in fast-paced environments where digital technology is a critical driver of business enablement. This certification provides insights into achieving velocity in IT services, emphasizing a culture supportive of rapid innovation, resilience, and continuous improvement.

ITIL® 4 OFFICIAL CERTIFICATION SCHEME

ITIL® 4 Foundation is a prerequisite for any ITIL® 4 certification, except for the extension modules ITIL® Acquiring and Managing Cloud Services, and ITIL® Sustainability in Digital and IT that do not have any prerequisite.

ITIL® 4 Managing Professional is awarded when the Create, Deliver and Support, the Driver Stakeholder Value, the High-velocity IT,and the Direct, Plan and Improve certifications are achieved.

ITIL® 4 Strategic Leader is awarded when the Digital and IT Strategy, and Direct, Plan and Improve certifications are achieved.

ITIL® 4 Practice Manager designation is awarded when the Create, Deliver and Support certification, and any ONE certification from the pre-bundled courses is achieved: Monitor, Support and Fulfil, Plan, Implement and Control, or Collaborate, Assure and Improve.

ITIL® 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and

Strategic Leader designations are all achieved.

Training recipients

- IT service management practitioners who plan to become an ITIL® Managing Professional (MP) or ITIL® Master
- IT Specialist
- IT Project manager
- IT Service Manager

Benefits

- You will learn various strategies and approaches to transform traditional IT operations into a more digital and agile environment.
- You will understand how Agile and DevOps practices can be applied in IT service management to accelerate service delivery, improve collaboration, and increase efficiency.
- You will discover how to apply Lean principles to eliminate waste and streamline processes within IT operations, as well as the concept of continuous improvement for ongoing enhancements.
- You will gain insights into the role of automation, as well as AI and ML in operations, including how to leverage these technologies to enhance agility and innovation.
- You will understand the concept of digital product management and how to design, develop, and manage digital products and services that meet customer needs and deliver value.
- You will understand how to ensure the resilience and security of digital services in a changing environment, including strategies for handling threats and security vulnerabilities.
- You will learn how to measure and report key performance indicators (KPIs) and metrics to evaluate the performance and effectiveness of digital services.

You will achieve a globally recognized certification ITIL® 4 Specialist: High-Velocity IT, that signals your expertise in service management. The certificate is valid for 3 years

Training program

1. Module 1: Introduction to high-velocity IT
2. Module 2: High-velocity IT approaches

3. Module 3: High-velocity IT operating models
4. Module 4: ITIL® building blocks for high-velocity IT
5. Module 5: High-velocity IT culture
6. Module 6: Supporting models and concepts for purpose
7. Module 7: Supporting models and concepts for people
8. Module 8: Supporting models and concepts for progress
9. Module 9: High-velocity IT objectives and techniques
10. Module 10: Techniques for valuable investments
11. Module 11: Techniques for fast developments
12. Module 12: Techniques for resilient operations
13. Module 13: Techniques for co-created value
14. Module 14: Techniques for assured conformance

Expected preparation of the participant

Required ITIL®4 Foundation certification

Training Includes

The price of the training includes:

- Accredited training materials
- Voucher for the ITIL® 4 High-Velocity IT online exam
- ITIL® 4 High-Velocity IT authorized Ebook

Additional options:

- Take2 re-sit exam: 200 zł

  Attention: purchasing this option is only possible through Altkom Academy before the training.

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert’s applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Course: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Duration

3 days / 21 hours

Examination description

- Exam duration: 90 minutes
- 40 Multiple choice questions.
- The minimum pass mark is 70% (28 out of 40 correct answers)

'Closed book' exam – No use of books and training materials