kod szkolenia: E-ITIL4-HVITen / e-learning

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

ITIL® 4 Specialist: High Velocity IT (HVIT) eLearning is an online course developed by PeopleCert that prepares participants for the international ITIL® 4 Specialist: High Velocity IT (HVIT) certification exam.

The High Velocity IT (HVIT) module demonstrates how to adapt service management to digital organisations that must respond rapidly to market changes, develop products and maintain high operational quality. The material combines ITIL® 4 approach with Lean, Agile and DevOps, as well as topics such as automation, digital product management, service resilience and continuous improvement. Upon completion of the course, participants will be prepared to design more efficient operating models, shorten workflows between development and operations, and increase the speed, quality and security of digital service delivery. The course consists of several modules with interactive content and allows participants to learn at their own pace during 12 months of access.

OFFICIAL ITIL® 4 CERTIFICATION FRAMEWORK

ITIL® 4 Foundation is a prerequisite for obtaining any ITIL® 4 certification, with the exception of the ITIL® Acquiring and Managing Cloud Services and ITIL® Sustainability in Digital and IT extension modules, for which there are no prerequisites.

The ITIL® 4 Managing Professional designation can be obtained after earning certifications in ITIL® 4 Create, Deliver and Support, Drive Stakeholder Value, High-velocity IT, and Direct, Plan and Improve.

The ITIL® 4 Strategic Leader designation is awarded after earning certifications in Digital and IT Strategy and

Direct, Plan and Improve.

The ITIL® 4 Practice Manager designation is awarded upon obtaining certification in Create, Deliver and Support and ONE certification from the following course packages: Monitor, Support and Fulfil; Plan, Implement and Control; or Collaborate, Assure and Improve.

ITIL® 4 Master is the highest designation, awarded upon obtaining the ITIL® Practice Manager, Managing Professional, and Strategic Leader designations.

Training recipients

- IT specialists working in fast-changing and highly automated environments
- Project managers and digital transformation leaders
- IT service and digital operations managers
- Digital product and service managers
- DevOps, development, change and service maintenance specialists
- Individuals seeking the ITIL® 4 Managing Professional designation

Benefits

- Develop your ability to transform IT operations – select strategies that lead to a more digital, agile and efficient operating model.
- Strengthen your ability to apply Lean, Agile and DevOps – improve workflow, reduce waste and accelerate value delivery.
- Increase your ability to use automation – assess the role of automation, AI and machine learning in improving operational efficiency and innovation.
- Expand your digital product management skills – connect customer needs with the design, development and maintenance of products and services.
- Strengthen your ability to build service resilience – apply approaches that support security, adaptability and continuity in a VUCA environment.
- Improve your ability to measure performance – use KPIs and other metrics to assess the quality, speed and effectiveness of digital services.
- Strengthen your ability to shape a high-velocity IT culture and integrate development with operations – support collaboration, innovation, customer focus and continual improvement while reducing

organisational barriers.
- Prepare for the ITIL® 4 Specialist: High Velocity IT (HVIT) exam.

Training program

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

Expected preparation of the participant

ITIL® 4 Foundation certificate is required.

Training Includes

A purchased course package includes:
- 12-month access to the accredited eLearning course on the PeopleCert platform, including 10 hours of content.
- Official Training Materials.
- Accredited textbook in eBook format.
- Online exam voucher valid for 12 months.

The regular course package can be upgraded to the e-Learning+ package, which additionally includes:
- Take2 option (exam re-sit).
- Official Mock Exam (practice exam attempt).

Cost of upgraded package: PLN 5,000 net + VAT

For e-Learning+ package inquiries and purchase please contact: szkolenia@altkom.pl.

Language

- **Course:** English
- **Official Training Materials:** English;
- **E-Book:** English
- **Exam:** English

Examination method

In addition to course access, participants receive an online exam voucher valid for 12 months. The voucher must be redeemed on the PeopleCert platform. The online exam is remotely proctored by a PeopleCert representative who connects to the candidate’s desktop and monitors the examination via camera. At the proctor’s request, the candidate must use the camera to show the room in which the exam will take place. The proctor verifies that no third parties or unauthorized study aids are present in the room.

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Examination description

- Exam Duration: 90 minutes.
- Multiple-choice test consisting of 40 questions.
- Passing score: 70% (28 correct answers out of 40).
- E-books and course training materials may not be used during the exam.
- Prerequisite: ITIL® 4 Foundation certificate.