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## *ITIL 4 Specialist High Velocity IT*

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### **Topics:**

- Understand the following terms:
  - Digital organization
  - High velocity IT
  - Digital transformation
  - IT transformation
  - Digital products
  - Digital technology
- Understand when the transformation to high velocity IT is desirable and feasible
- The five objectives associated with digital products - to achieve:
  - Valuable investments - strategically innovative and effective application of IT
  - Fast development - quick realization and delivery of IT services and IT-related products
  - Resilient operations - highly resilient IT services and IT-related products
  - Co-created value - effective interaction between service provider and consumer
  - Assured conformance - to governance, risk and compliance (GRC) requirements
- Understand how high velocity IT relates to:
  - The four dimensions of service management
  - The ITIL service value system

- The service value chain
- The digital product lifecycle
- Understand the following concepts:
  - Ethics
  - Safety culture
  - Toyota Kata
  - Lean / Agile / Resilient / Continuous
  - Service-dominant logic
  - Design thinking
  - Complexity thinking
- Know how to use the following principles, models and concepts:
  - Ethics
  - Safety culture
  - Lean culture
  - Toyota Kata
  - Lean / Agile / Resilient / Continuous
  - Service-dominant logic
  - Design thinking
  - Complexity thinking
- To contribute to:
  - Help get customers' jobs done

- Trust and be trusted
- Commit to performance
- Deal with uncertainty
- Improve by being inquisitive
- Know how the service provider ensures valuable investments are achieved
- Know how to use the following practices to contribute to achieving valuable investments:
  - Portfolio management
  - Relationship management
- Know how the service provider ensures fast deployment is achieved
- Know how to use the following practices to contribute to achieving fast deployment:
  - Architecture management
  - Business analysis
  - Deployment management
  - Service validation and testing
  - Software development and management
- Know how the service provider ensures resilient operations are achieved
- Know how to use the following practices to contribute to achieving resilient operations:
  - Availability management
  - Capacity and performance management
  - Monitoring and event management
  - Problem management

- Service continuity management
- Infrastructure and platform management
- Know how the service provider ensures co-created value is achieved
- Know how to use the following practices to contribute to achieving co-created value with:
  - Relationship management
  - Service design
  - Service desk
- Know how the service provider ensures assured conformance is achieved
- Know how to use the following practices to contribute to achieving assured conformance:
  - Information security management
  - Risk management