







E-Learning COURSE OUTLINE

ITIL® 4 Specialist High Velocity IT

-  High quality Content
-  Study Guides
-  Learning Videos
-  Practice Tests
-  Learning Support
-  Learn on any device





Syllabus

Lesson 01 - Course Introduction

Lesson 02 - Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT

Understand the following terms:

- a) Digital organization
- b) High velocity IT
- c) Digital transformation
- d) IT transformation
- e) Digital product
- f) Digital technology

Understand when the transformation to high velocity IT is desirable and feasible

Understand the five objectives associated with digital products to achieve:

- a) Valuable investments - strategically innovative and effective application of IT
- b) Fast development - quick realization and delivery of IT services and IT-related products
- c) Resilient operations - highly resilient IT services and IT-related products
- d) Co-created value - effective interactions between service provider and consumer
- e) Assured conformance - to governance, risk and compliance (GRC) requirements

Lesson 03 - Understand the digital product lifecycle in terms of the ITIL “operating model”

Understand how high velocity IT relates to:

- a) The four dimensions of service management
- b) The ITIL service value system
- c) The service value chain
- d) The digital product lifecycle



Syllabus

Lesson 04 - Understand the importance of the ITIL guiding principles and other fundamental concepts for delivering high velocity IT

Understand the following principles, models, and concepts:

- a) Ethics
- b) Safety culture
- c) Lean culture
- d) Toyota Kata
- e) Lean / agile / resilient / continuous
- f) Service-dominant logic
- g) Design thinking
- h) Complexity thinking

Know how to use the following principles, models, and concepts:

- a) Ethics
- b) Safety culture
- c) Lean culture
- d) Toyota Kata
- e) Lean / agile / resilient / continuous
- f) Service-dominant logic
- g) Design thinking
- h) Complexity thinking

Lesson 05 - Know how to contribute to achieving value with digital products

Know how the service provider ensures that valuable investments are achieved

Know how to use the following practices to contribute to achieving valuable investments:

- a) Portfolio management
- b) Relationship management

Know how the service provider ensures that fast development is achieved

Know how to use the following practices to contribute to the achievement of fast development:

- a) Architecture management
- b) Business analysis
- c) Deployment management
- d) Service validation and testing
- e) Software development and management

About SwissKnowledge

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MAKE SMATER AND BETTER INVESTMENT



People Development

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- Scrum Product Owner Certified (SPOC)
- Agile Master Certified (SAMC)
- Agile Scrum Master (ASM)

PROJECT MANAGEMENT

- Project Management Professional
- PMI Risk Management Professional
- PRINCE2 Foundation & Practitioner
- MSP Foundation & Practitioner
- CBAP

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- Six Sigma Green Belt (SSGB)
- Six Sigma Black Belt (SSBB)
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- Lean Six Sigma Black Belt (LSSBB)

IT SERVICE MANAGEMENT

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- ITIL 4 Foundation

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