Training: ITIL®
ITIL® 4 Specialist: High Velocity IT (HVIT)

PeopleCert

TRAINING GOALS:

Advance your career in IT service management with the ITIL® Official course, crafted by the creators of ITIL®: **course and exam voucher, all in one bundle!**

By highlighting the difference between IT transformation and digital transformation, the ITIL 4 Specialist High Velocity IT module enables the identification of new opportunities for digital investment, leading to significant business enablement.

The ITIL® 4 Specialist: High Velocity IT (HVIT) qualification is intended to provide the candidate with an understanding of the ways in which digital organizations and digital operating models function in high velocity environments, focusing on rapid delivery of products & services to obtain maximum value. The qualification will provide the candidate with an understanding of working practices such as Agile and Lean, and technical practices and technologies such as 'the cloud', automation, and automatic testing.

The ITIL® 4 Specialist: High Velocity IT (HVIT) examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of ITIL® 4 Specialist: High Velocity IT (HVIT), as described in the syllabus below, to be awarded the ITIL® 4 Specialist: High Velocity IT (HVIT) qualification. The ITIL® 4 Specialist: High Velocity IT (HVIT) qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows.

The target audience for this qualification is:

- Individuals, who are continuing their journey in service management
- ITSM managers
- ITSM practitioners managing the operation of IT-enabled, digital products and services
- Holders of existing ITIL® qualifications who wish to update and develop their knowledge further

CONSPECT:

- Introduction
  - Audience and scope
  - Background and context
- Key concepts of high-velocity IT

Compendium Centrum Edukacyjne Spółka z o.o.
ul. Tatarska 5, 30-103 Kraków, tel.: (12) 298 47 77
ul. Postępu 18B, 02-676 Warszawa, tel.: (22) 417 41 70
BNP Paribas Bank Polska S.A.
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- High-velocity IT
- Digital technology
- Digital organizations
- Digital transformation
- High-velocity IT objectives and key characteristics
- Adopting the ITIL service value system to enable high-velocity IT

- High-velocity IT culture
  - Key behaviour patterns
  - Models and concepts of HVIT culture
  - ITIL guiding principles
- High-velocity techniques
  - Techniques for valuable investments
  - Techniques for fast development
  - Techniques for resilient operations
  - Techniques for co-created value
  - Techniques for assured conformance
- Conclusion

REQUIREMENTS:

This course is a management level course intended only for individuals who have obtained their ITIL® 4 Foundation certificate.

Difficulty level



CERTIFICATE:

Each participant receives a confirmation of completion an accredited training.

Each participant of the ITIL® 4 Specialist: High Velocity IT (HVIT) training receives a voucher for an on-line exam. After passing the exam, the participant also receives the international ITIL® 4 Specialist: High Velocity IT (HVIT) certificate.

Exam information:

- Material allowed: None

This is a ‘closed book’ exam. The ITIL® 4: High-Velocity IT publication and the ITIL Practices Guidance documentation should be used for study, but are NOT permitted to be used in the exam.

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- Exam duration: 90 minutes

Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.

- Number of marks: 40 marks

There are 40 questions, each worth 1 mark. There is no negative marking.

- Pass mark: 28 marks

You will need to get 28 questions correct (70%) to pass the exam.

- Level of thinking: Bloom's levels 2 & 3

'Bloom's level' describes the type of thinking needed to answer the question. For Bloom's 2 questions, you need to show understanding of the concepts, methods and principles of HVIT. For Bloom's 3 questions, candidates need to demonstrate application of these concepts, methods and principles of HVIT, as well as information from the related practices.

- Question types: Standard classic, negative, & list

The questions are all 'multiple choice'.

'Standard' questions have a question and four answer options.

'Negative' questions are 'standard' questions in which the question stem is negatively worded.

'List' questions provide a list of four statements and candidates have to select two correct statements from the list.

TRAINER:

Authorized PeopleCert Trainer

ADDITIONAL INFORMATION:

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