

ITIL® 4 Specialist: High Velocity IT (HVIT)

HDAA



Enhance your IT Service Management Skills on selected ITIL practices.

As organizations use information and related technologies to do business differently, the ability to rapidly launch new products and services to keep up with the competition becomes critical. To compete in this high-velocity environment, organizations must greatly intensify their agility, speed, cost-effectiveness, and responsiveness.

This 3-day course encompasses the ways in which organizations and digital operating models function in high-velocity environments, with a focus on the quick delivery of products and services to gain maximum business value.

This qualification will provide IT practitioners with an understanding of working practices like Agile and Lean, and technical practices and technologies such as cloud, automation, and automatic testing.

The HIT course focuses on these key ITIL 4 practices:

- Architecture management
- Business analysis
- Deployment management
- Service validation and testing
- Software development and management
- Availability management
- Capacity and performance management
- Problem management
- Infrastructure and platform management monitoring and event management
- Service continuity management
- Relationship management
- Service design
- Service desk
- Information security management
- Risk management

What You Will Learn

Understand the concepts regarding the high-velocity nature of the digital enterprise, including the demands it places on IT:

- Learn when the transformation to high-velocity IT is desirable and feasible

Understand the digital product life cycle in terms of the ITIL "operating model"

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

Discover how to contribute to achieving value with digital products

- Learn how the service provider ensures valuable investments are achieved
- Learn how the service provider ensures fast deployment is achieved
- Learn how the service provider ensures resilient operations are achieved
- Learn how the service provider ensures co-created value is achieved
- Learn how the service provider ensures assured conformance is achieved

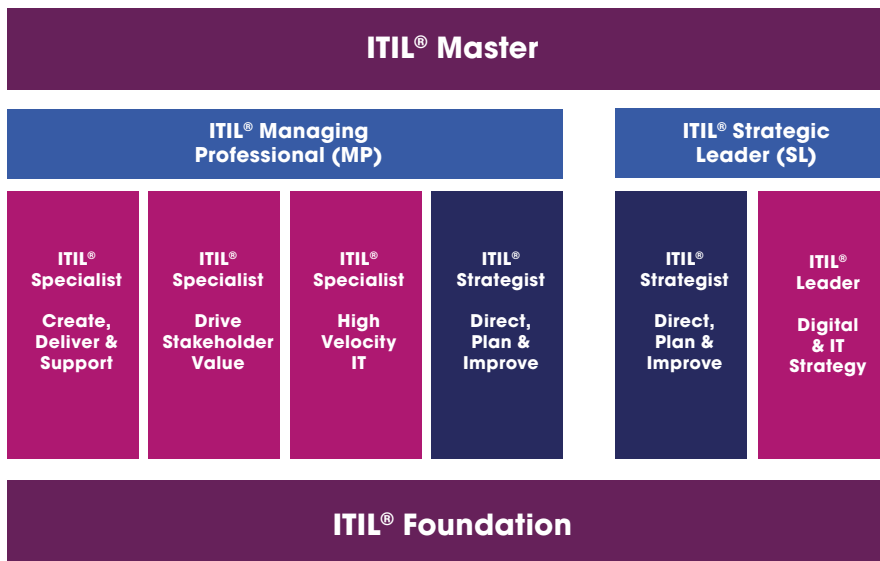
Who Should Attend

This course is aimed at individuals in management and service management roles who have a responsibility for the above noted practices as well as individuals who want to acquire the ITIL Managing Professional (MP) designation.

Roles include: Customer/User Experience (CX) Managers/Designers • Account Managers • Service Delivery Managers • Service Level Managers • Enterprise/Service and Solution Architects • Business Analysts • Project Managers • Portfolio Managers • Supplier Relationship Managers • Vendor Managers • Contract Managers

ITIL 4 Qualification Scheme

The ITIL® Specialist: High Velocity IT (HIT) course is one of five courses required to achieve ITIL 4's Managing Professional (MP) designation.



Pre-requisites

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

Further Details

For all other information, such as course price, dates, times, certification, learning methods and how to register contact HDAA on

1300 130 447 or www.hdaa.com.au

About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

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