

ITIL® 4 SPECIALIST HIGH VELOCITY IT

TRAINING TAILORED TO YOUR NEEDS

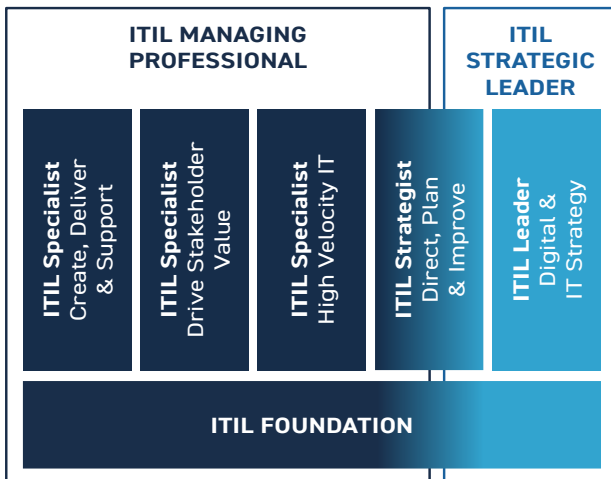
Kinetic IT can deliver training in-house, either at your premises; onsite using our training facilities; or virtually. We are confident in our trainers and training programs. Should you be offered a more competitive fee on a comparable course, we are happy to consider matching or improving our course fee. In the unlikely event a participant fails an examination, we will offer an opportunity to re-take the exam once, at no extra charge.



ITIL 4 SPECIALIST CERTIFICATION COURSE

Digital organisations need to provide rapid and immediate responses to customer needs because they demand quick action, whether they are internal or external. The ITIL 4 High Velocity IT (HVIT) course provides guidance that further explores the concepts introduced in ITIL 4 Foundation, while talking about challenges that modern enterprises face – like how to adopt agile ways of working and to understand how an organisation can be more automated, smarter and accessible for the digital age.

The ITIL 4 High Velocity IT (HVIT) course is a freestanding qualification, but is also a Specialist module of the ITIL 4 Managing Professional (ITIL MP) stream. The Managing Professional (MP) has been created for IT practitioners working within technology and digital teams across businesses. It provides practical and technical knowledge about how to run successful IT enabled services, teams and workflows.



FLIPPED, BLENDED, REMOTE FORMAT (ONLINE + CLASSROOM)

This course is delivered in a blended format whereby candidates will have to complete an online, self-study module first, which will deliver the theoretic concepts of the HVIT syllabus. This is followed by a three-day remote classroom component which will summarise the theory, and provide further practical guidance (, discussions and exercises) and exam preparation. This way we minimising the classroom hours, whilst maximising the impact and practicability.

This remote classroom course will be facilitated from our Education Centre, 'live' by a trainer, via Microsoft Teams, in front of a presentation (to provide as much as possible the experience, quality and interaction of classroom training). The use of video, audio and chat functionality ensures the engagement and involvement thus maximising education opportunities for all attendees. Theory is mixed with discussions and exercises to make sure that the concepts and terminology are not only understood but can be readily applied after the course. To accommodate training across the country the classroom days will run from 'early' in Western Australia to 'late' in the Eastern part of the country.

THE ITIL SERVICE MANAGEMENT FRAMEWORK

ITIL® is universally recognised as the most practical and widely applicable framework for Service Management. It underpins the international standard ISO/IEC 20000 and is employed by Australian and global service providers across government, private and public sectors. The latest version, ITIL 4, is designed to help organisations meet increasing demands from today's complex environment. Building on previous versions, ITIL 4 provides an end-to-end operating model for the delivery and operation of technology-enabled products and services and enables IT teams to play a crucial strategic role in enabling digital transformation.

FOR MORE INFORMATION, OTHER COURSES, DATES, PRICING, DISCOUNTS OR BOOKINGS CONTACT US VIA:

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TARGET AUDIENCE

HVIT explores the ways in which digital organisations and digital operating models function in high velocity environments.

The target audience for this qualification is:

- Individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- ITSM practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments.



LEARNING OUTCOMES

The purpose of the ITIL 4 High Velocity IT Qualification is to certify that the candidate can demonstrate sufficient understanding of the ways in which digital organisations and digital operating models function in high-velocity environments, focusing on rapid delivery of products and 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 cloud, automation and automated testing.

EXAMINATION

Our course-fee includes the ITIL 4 High Velocity IT certificate examination. The exam consists of forty multiple-choice questions and is conducted shortly after the course to allow for study and preparation.

The ITIL 4 High Velocity IT 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.

ACCREDITATION

Kinetic IT is an Accredited Training Provider and Examination Centre for PeopleCert. All course material, trainers and procedures have been independently audited to comply with the international syllabus.

All Kinetic IT trainers have extensive experience with implementing and operating within the ITIL principles. This experience will benefit all participants in obtaining a practical insight in the use of ITIL.



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