

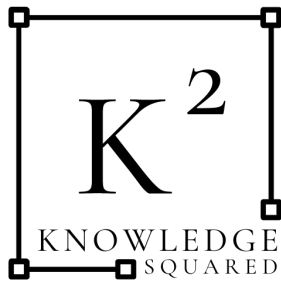
## ITIL® 4 Specialist: High Velocity IT

The ITIL 4 Specialist: High Velocity IT course explores the ways in which digital organizations and digital operating models function in high velocity environments. It will help aspiring organizations and practitioners to understand the difference between IT transformation and digital transformation and know where to make digital investment for significant business enablement. This module will enable traditional practitioners and organizations to update their skills and working methods for the digital era.

ITIL 4 Specialist: High Velocity IT focuses on the characteristics of high velocity organizations and demonstrates how ITIL's operating model, principles and operational practices can be used for digital delivery, from optimization to radical transformation.

### Key Benefits of ITIL Specialist: High Velocity IT

- **Create a convergence between the business and IT** - Digital organizations use a less centralized approach to IT services to create value. Learn how to work effectively now the lines between 'IT' and 'the business' are far less clear.
- **Embed effective digital services** - Utilize the latest digital technology to optimize end-user services, use design-thinking, and make the right investments for your organization.
- **Build stability within complexity** - A key characteristic of digitally-enabled organizations is working with complex, adaptive systems. Learn how to balance this with flexible processes that can adapt to changing environments and route causes.
- **Optimize and continually improve flow** - Understand how small but powerful changes demonstrate how individual organizational improvements contribute to creating value in high velocity environments.
- **Increase the speed and quality of service delivery** - Understand the rapid nature of the digital enterprise and how to co-create resilient and valuable digital services at speed. The module demonstrates how to integrate the digital product lifecycle with ITIL's core operating model to meet and exceed business goals.
- **Benefit from new ways of working** - This module refers to ways of working from the DevOps movement plus Lean and Agile approaches. This helps bridge the gap between development and operations and commits to higher performance levels. Professionals are encouraged to take small incremental steps to effectively work with new and complex systems.



## Practices Covered in High Velocity IT

- Architecture Management
- Availability Management
- Business Analysis
- Capacity Management
- Deployment Management
- Information Security Management
- Infrastructure and Platform Management
- Monitoring and Event Management
- Portfolio Management
- Problem Management
- Relationship Management
- Risk Management
- Service Continuity Management
- Service Design
- Service Desk
- Service Validation and Testing
- Software Development and Management

### High Velocity IT Addresses Real-World Challenges

The way digital technology contributes to enterprises today requires a different way of thinking, working and a new concept of high velocity IT.

As the IT and digital landscape becomes more and more complex, IT professionals need to understand how to navigate the landscape to make the right decisions for their organizations.

As IT professionals are confronted with increasingly digital organizations, they need to ensure their skills remain valuable and relevant in the new era.

### Who should attend?

IT managers and practitioners working within or towards the delivery of digital products and services. Anyone involved in digital services or working on digital transformation projects. IT professionals in organizations working in, or migrating to lean, agile, or DevOps ways of working or in highly automated environments.

Service Designers • Release Managers • Cloud Architects • DevOps Engineers  
Software Developers • Automation Specialists • Test Engineers • Scrum Masters  
Business Transformation Managers • Application Engineers • Cloud Software Engineers  
Network Engineers • IT Operations Managers

### Course Scheduling

To schedule this 3-day course, contact Knowledge Squared:  
(540) 692-9200  
contact@k2edge.com  
www.k2edge.com