ITIL® 4 SPECIALIST: HIGH-VELOCITY IT

Course Code: 100439

This module explores the ways in which digital organizations and digital operating models function in high velocity environments. It will help aspiring organizations, to operate in a similar way to successful digitally-native organizations.

This course provides 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 Cloud, Automation, and Automatic Testing. The course is based on the ITIL 4 best practice service value system featured in the latest guidelines.

As part of this course, all candidates will receive an exam voucher for the ITIL Specialist: High-Velocity IT exam through Peoplecert. As of February 1, 2022, all exams will be administered in an online proctored format only. Exams can be scheduled at www.peoplecert.org.

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What You'll Learn

The course will help students to understand :

- Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT
- Understand the digital product lifecycle in terms of the ITIL 'operating model'
- Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT
- Know how to contribute to achieving value with digital products

Who Needs to Attend

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

Prerequisites

Candidates must hold the ITIL 4 or ITIL 3 Foundation certificate.

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CLASSROOM LIVE	$2,495 USD	3 Day

Classroom Live Outline

- Understand the following terms:
    - Digital organization
    - High velocity IT
    - Digital transformation
    - IT transformation
    - Digital products
    - Digital technology
- Understand when the transformation to high velocity IT is desirable and feasible
- The five objectives associated with digital products – to achieve:
    - Valuable investments – strategically innovative and effective application of IT
    - Fast development - quick realization and delivery of IT services and IT-related products
    - Resilient operations - highly resilient IT services and IT-related products
    - Co-created value - effective interaction between service provider and consumer
    - Assured conformance - to governance, risk and compliance (GRC) requirements
- Understand how high velocity IT relates to:
    - The four dimensions of service management
    - The ITIL service value system
    - The service value chain
    - The digital product lifecycle
- Understand the following concepts:
    - Ethics
    - Safety culture
    - Toyota Kata
    - Lean / Agile / Resilient / Continuous
    - Service-dominant logic
    - Design thinking

- ☒ Complexity thinking
- Know how to use the following principles, models and concepts:
    - ☒ Ethics
    - ☒ Safety culture
    - ☒ Lean culture
    - ☒ Toyota Kata
    - ☒ Lean / Agile / Resilient / Continuous
    - ☒ Service-dominant logic
    - ☒ Design thinking
    - ☒ Complexity thinking
- To contribute to:
    - ☒ Help get customers' jobs done
    - ☒ Trust and be trusted
    - ☒ Commit to performance
    - ☒ Deal with uncertainty
    - ☒ Improve by being inquisitive
- Know how the service provider ensures valuable investments are achieved
- Know how to use the following practices to contribute to achieving valuable investments:
    - ☒ Portfolio management
    - ☒ Relationship management
- Know how the service provider ensures fast deployment is achieved
- Know how to use the following practices to contribute to achieving fast deployment:
    - ☒ Architecture management
    - ☒ Business analysis
    - ☒ Deployment management
    - ☒ Service validation and testing
    - ☒ Software development and management
- Know how the service provider ensures resilient operations are achieved
- Know how to use the following practices to contribute to achieving resilient operations:
    - ☒ Availability management
    - ☒ Capacity and performance management
    - ☒ Monitoring and event management
    - ☒ Problem management
    - ☒ Service continuity management
    - ☒ Infrastructure and platform management
- Know how the service provider ensures co-created value is achieved
- Know how to use the following practices to contribute to achieving co-created value with:
    - ☒ Relationship management
    - ☒ Service design
    - ☒ Service desk
- Know how the service provider ensures assured conformance is achieved

- Know how to use the following practices to contribute to achieving assured conformance:
    - ☒ Information security management
    - ☒ Risk management

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VIRTUAL CLASSROOM LIVE	$2,385 USD	3 Day

Virtual Classroom Live Outline

- Understand the following terms:
    - ⬚ Digital organization
    - ⬚ High velocity IT
    - ⬚ Digital transformation
    - ⬚ IT transformation
    - ⬚ Digital products
    - ⬚ Digital technology
- Understand when the transformation to high velocity IT is desirable and feasible
- The five objectives associated with digital products – to achieve:
    - ⬚ Valuable investments – strategically innovative and effective application of IT
    - ⬚ Fast development - quick realization and delivery of IT services and IT-related products
    - ⬚ Resilient operations - highly resilient IT services and IT-related products
    - ⬚ Co-created value - effective interaction between service provider and consumer
    - ⬚ Assured conformance - to governance, risk and compliance (GRC) requirements
- Understand how high velocity IT relates to:
    - ⬚ The four dimensions of service management
    - ⬚ The ITIL service value system
    - ⬚ The service value chain
    - ⬚ The digital product lifecycle
- Understand the following concepts:
    - ⬚ Ethics
    - ⬚ Safety culture
    - ⬚ Toyota Kata
    - ⬚ Lean / Agile / Resilient / Continuous
    - ⬚ Service-dominant logic
    - ⬚ Design thinking

- ⊠ Complexity thinking
- Know how to use the following principles, models and concepts:
  - ⊠ Ethics
  - ⊠ Safety culture
  - ⊠ Lean culture
  - ⊠ Toyota Kata
  - ⊠ Lean / Agile / Resilient / Continuous
  - ⊠ Service-dominant logic
  - ⊠ Design thinking
  - ⊠ Complexity thinking
- To contribute to:
  - ⊠ Help get customers' jobs done
  - ⊠ Trust and be trusted
  - ⊠ Commit to performance
  - ⊠ Deal with uncertainty
  - ⊠ Improve by being inquisitive
- Know how the service provider ensures valuable investments are achieved
- Know how to use the following practices to contribute to achieving valuable investments:
  - ⊠ Portfolio management
  - ⊠ Relationship management
- Know how the service provider ensures fast deployment is achieved
- Know how to use the following practices to contribute to achieving fast deployment:
  - ⊠ Architecture management
  - ⊠ Business analysis
  - ⊠ Deployment management
  - ⊠ Service validation and testing
  - ⊠ Software development and management
- Know how the service provider ensures resilient operations are achieved
- Know how to use the following practices to contribute to achieving resilient operations:
  - ⊠ Availability management
  - ⊠ Capacity and performance management
  - ⊠ Monitoring and event management
  - ⊠ Problem management
  - ⊠ Service continuity management
  - ⊠ Infrastructure and platform management
- Know how the service provider ensures co-created value is achieved
- Know how to use the following practices to contribute to achieving co-created value with:
  - ⊠ Relationship management
  - ⊠ Service design
  - ⊠ Service desk
- Know how the service provider ensures assured conformance is achieved

- Know how to use the following practices to contribute to achieving assured conformance:
    - ⬚ Information security management
    - ⬚ Risk management

Jun 15 - 17, 2026 | 8:30 AM - 4:30 PM EDT

Aug 24 - 26, 2026 | 8:30 AM - 4:30 PM EDT

Oct 26 - 28, 2026 | 8:30 AM - 4:30 PM EDT

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PRIVATE GROUP TRAINING	3 Day

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Date created: 4/27/2026 10:18:08 AM