ITIL® 4
Management

ITIL® 4 SPECIALIST:
HIGH-VELOCITY IT
At a Glance

> # THE FUTURE
> # OF DIGITAL
> # AND IT SERVICES

PeopleCert

WHAT IS ITIL 4 SPECIALIST: HIGH-VELOCITY IT?

The High-Velocity IT module, part of the ITIL 4 Managing Professional stream, is designed for ITSM professionals working in fast-paced environments where digital technology is a critical driver of business enablement. This certification provides insights into achieving velocity in IT services, emphasizing a culture supportive of rapid innovation, resilience, and continuous improvement.

AT A GLANCE

Core module
to get you started

Suitable for
any career stage

Globally accepted
in the market

Exam available
in 11 languages

Flexible
eLearning options
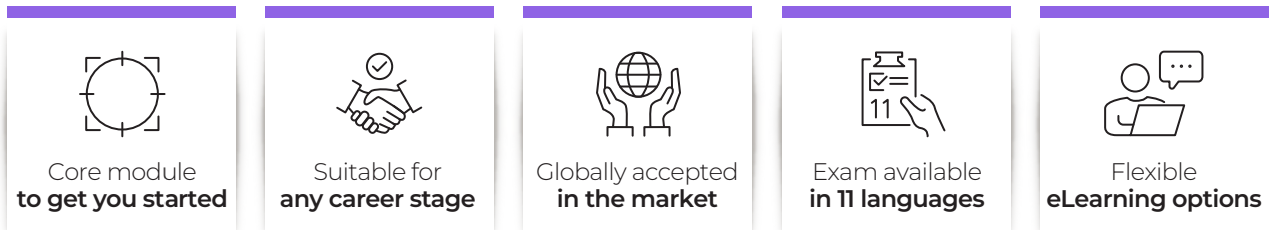
KEY BENEFITS

› **Industry-recognized certification**
Showcase your ability to excel in essential IT service management, and to handle critical tasks in the field.

› **Employers' first choice**
Certify your expertise in managing IT services, making you the preferred choice for roles in IT service management and support.

› **New career opportunities**
Advance your career in IT with an ITIL certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape.

WHAT WILL YOU LEARN?

› **Digital Transformation Strategies:**
Different strategies and approaches for transforming traditional IT operations into a more digitally-focused and agile environment.

› **Agile and DevOps Principles:**
Understand how Agile and DevOps practices can be applied to IT service management to accelerate service delivery, improve collaboration, and enhance efficiency.

› **Lean and Continuous Improvement:**
How lean principles can be applied to eliminate waste and streamline processes within IT operations. Explore the concept of continuous improvement to drive ongoing enhancements.

› **Automation:**
Gain insights into the role of automation as well as AI and ML in modern IT operations, including how to leverage these technologies for efficiency and innovation

› **Digital Product Management:**
Understand the concepts of digital product management and how to design, develop, and manage digital products and services that meet customer needs and deliver value.

› **Service Resilience:**
Understand how to ensure the resilience and security of digital services in a high-velocity environment, including strategies for addressing security threats and vulnerabilities.

› **Service Performance Metrics:**
Explore the measurement and reporting of key performance indicators (KPIs) and metrics to assess the performance and effectiveness of digital services.
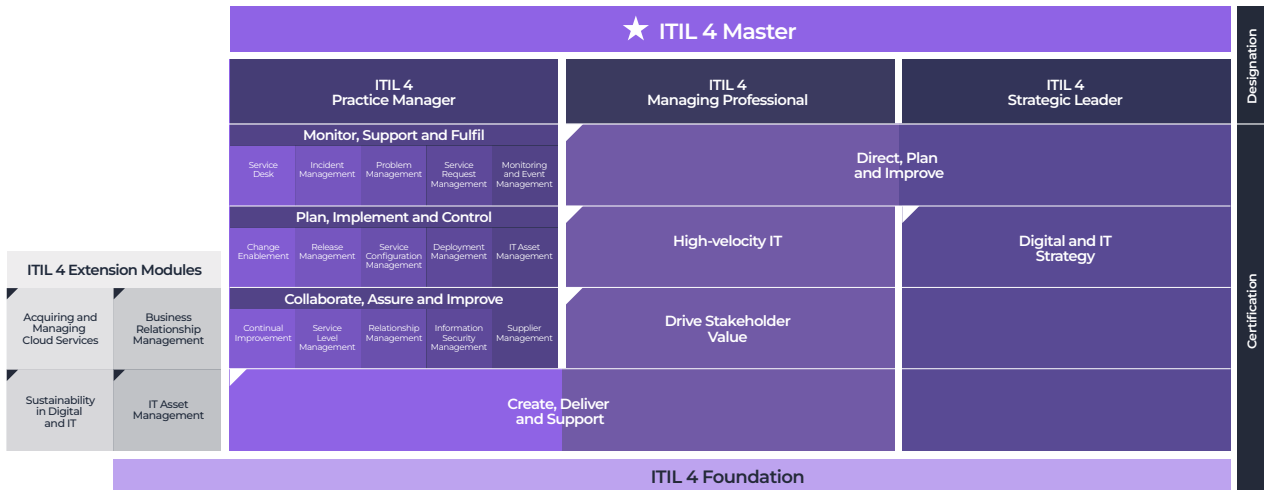
› **Customer-Centric Approaches:**
Learn about the importance of having a customer-centric mindset and focus on delivering services that are aligned with customer expectations to create a positive experience.

› **Culture:**
Recognize the significance of culture when transitioning to high-velocity IT including strategies for fostering a culture of innovation, collaboration, and agility.

OFFICIAL ITIL 4 CERTIFICATION SCHEME

★ ITIL 4 Master			Designation
ITIL 4 Practice Manager	**ITIL 4 Managing Professional**	**ITIL 4 Strategic Leader**	

ITIL 4 Extension Modules		**Monitor, Support and Fulfil**							
		Service Desk	Incident Management	Problem Management	Service Request Management	Monitoring and Event Management	Direct, Plan and Improve	
Acquiring and Managing Cloud Services	Business Relationship Management	**Plan, Implement and Control**					High-velocity IT	Digital and IT Strategy
		Change Enablement	Release Management	Service Configuration Management	Deployment Management	IT Asset Management		
Sustainability in Digital and IT	IT Asset Management	**Collaborate, Assure and Improve**					Drive Stakeholder Value	
		Continual Improvement	Service Level Management	Relationship Management	Information Security Management	Supplier Management		
		Create, Deliver and Support						

ITIL 4 Foundation

ITIL 4 Foundation is a prerequisite for any ITIL 4 certification, except for the extension modules Acquiring and Managing Cloud Services, and Sustainability in Digital and IT that do not have any prerequisite.

ITIL 4 Managing Professional is awarded when the Create, Deliver and Support, the Driver Stakeholder Value, the High-velocity IT, and the Direct, Plan and Improve certifications are achieved.

ITIL 4 Strategic Leader is awarded when the Digital and IT Strategy, and Direct, Plan and Improve certifications are achieved.

ITIL 4 Practice Manager is awarded when the Create, Deliver and Support certification, and a) any FIVE individual practice-based certifications are achieved, or b) when the Create, Deliver and Support certification, and any ONE certification from the pre-bundled courses is achieved: Monitor, Support and Fulfil, Plan, Implement and Control, or Collaborate, Assure and Improve.

ITIL 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and Strategic Leader designations are all achieved.

COURSE OBJECTIVES

Enhance your capability to deliver IT services swiftly and effectively	Drive digital transformation, fostering a culture of innovation	Leverage ITIL practices for high-velocity IT environments	Build resilient and adaptive systems within complex, highly automated and VUCA environments
Improve performance with Lean, Agile and DevOps methods	Increase the speed and quality of services	Bridge the gap between development and operations work	

EXAM INFORMATION

40 multiple choice questions	90 minutes	Closed book	Minimum pass mark: 70%	Prerequisites ITIL 4 Foundation	Certification renewal every 3 years

Take the Next Step in Your Career

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