

Contents

Foreword

Acknowledgements

About this guide

1 Introduction

2 Key terms and concepts

- 2.1 Overview of high-velocity IT
- 2.2 Key terms
- 2.3 High-velocity IT objectives
- 2.4 Key characteristics of high-velocity IT
- 2.5 Service-dominant logic

3 High-velocity IT across the ITIL model

- 3.1 Four dimensions of service management
- 3.2 Service value system
- 3.3 Service value chain
- 3.4 Digital product lifecycles

4 High-velocity IT culture

- 4.1 Key behaviour patterns
- 4.2 Models and concepts

5 High-velocity IT techniques

- 5.1 Techniques for valuable investments
- 5.2 ITIL practices contributing to valuable investments
- 5.3 Techniques for fast development
- 5.4 ITIL practices contributing to fast development
- 5.5 Techniques for resilient operations
- 5.6 ITIL practices contributing to resilient operations
- 5.7 Techniques for co-created value
- 5.8 ITIL practices contributing to co-created value
- 5.9 Techniques for assured conformance
- 5.10 ITIL practices contributing to assured conformance

6 Taking the HVIT examination

- 6.1 Purpose of the ITIL 4 HVIT qualification
- 6.2 Examination overview
- 6.3 Question type examples
- 6.4 Examination modalities

7 The ITIL 4 certification scheme

- 7.1 ITIL Foundation
- 7.2 ITIL Managing Professional stream

7.3 ITIL Strategic Leader stream

7.4 ITIL Master

7.5 ITIL and the T-shaped individual

8 ITIL 4: High-velocity IT syllabus

End notes

Further information