

MODuLE 1: Course Introduction

Let's Get to Know Each Other

Course Overview

Course Learning Objectives

Course Agenda

MODuLE 2: Introduction To HVIT

High-Velocity IT

Digital Technology

Digital Organizations

Digital Transformation

MODuLE 3: HVIT Approaches

Relevance of High-Velocity IT Approaches

High-Velocity IT Approaches in Detail

MODuLE 4: HVIT Operating Model

Introduction

ITIL Perspective

High-Velocity IT Aspects

High-Velocity IT Applications

MODuLE 5: ITIL Building Blocks For HVIT

Digital Product Lifecycle

Service Value Streams

Four Dimensions of Service Management

Four Dimensions of Service Management

ITIL Management Practices

MODuLE 6: HVIT Culture

Key Behavior Patterns

ITIL Guiding Principles

MODuLE 7: Supporting Model And Concept For Purpose

Ethics

Design Thinking

MODuLE 8: Supporting Model And Concept For Purpose For People

Reconstructing for Service Agility

Safety Culture

Stress Prevention

MODuLE 9: Supporting Model And Concept For Purpose For Progress

Working in Complex Environments

Lean Culture

ITIL Continual Improvement Model

MODuLE 10: HVIT Objectives and Techniques

High-Velocity IT Objectives

High-Velocity IT Techniques

MODuLE 11: Techniques for Valuable Investments

Valuable Investments – The Measurement Criteria

Valuable Investments – Need and Benefits

Digital Product Lifecycle and Potential Value Realization

Prioritization Techniques

Minimum Viable Products and Services

Product/Service Ownership

A/B Testing

MODuLE 12: Techniques For Fast Development

Basic Concepts Related to Fast Development

Infrastructure as Code

REVIEWS

Continual Business Analysis

Continuous Integration / Continuous Delivery (CI/CD)

Continuous Testing

Kanban

MODuLE 13: Techniques For Resilient Operations

Introduction to Resilient operations

Technical Debt

Chaos Engineering

Definition of Done

Version control

Algorithmic IT Operations

ChatOps

Site Reliability Engineering (Sre)

MODuLE 14: Techniques For CO-Created Value

Basic concepts of co-created value

Service experience

MODuLE 15: Techniques For Assured Conformance

Introduction to Assured Conformance

DevOps Audit Defense Toolkit

DevSecOps

Peer Review