ITIL® 4 Managing Professional

High-Velocity IT (HVIT) Candidate Syllabus

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Contents

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1 Introduction

The ITIL 4 High-Velocity IT (HVIT) qualification is intended to provide the candidate with 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 'the cloud', automation, and automatic testing.

The ITIL 4 High-Velocity IT examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of ITIL 4 to High-Velocity IT, as described in the syllabus below, to be awarded the ITIL 4 High-Velocity IT qualification. The ITIL 4 High-Velocity IT qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows.

2 Exam Overview

Material allowed	None	This is a 'closed book' exam. The ITIL 4: High-Velocity IT publication and the ITIL Practices Guidance documentation should be used for study, but are NOT permitted to be used in the exam.
Exam duration	90 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.
Number of marks	40 marks	There are 40 questions, each worth 1 mark. There is no negative marking.
Provisional pass mark	28 marks	Candidates need to get 28 questions correct (70%) to pass the exam.
Level of thinking	Bloom's levels 2 & 3	'Bloom's level' describes the type of thinking needed to answer the question. For Bloom's 2 questions, you need to show understanding of the concepts, methods and principles of HVIT. For Bloom's 3 questions, candidates need to demonstrate application of these concepts, methods and principles of HVIT, as well as information from the related practices.
Question types	Standard classic, negative, & list	The questions are all 'multiple choice'. 'Standard' questions have a question and four answer options. 'Negative' questions are 'standard' questions in which the question stem is negatively worded. 'List' questions provide a list of four statements and candidates have to select two correct statements from the list.

3 Question Types

Example ‘standard’ OTQ:

Which is a source of best practice?

a) Q

b) P

c) R

d) S

Example ‘list’ OTQ:

Which TWO statements about service asset and configuration management are CORRECT?

1. It does Q
2. It does P
3. It does R
4. It does S

a) 1 and 2

b) 2 and 3

c) 3 and 4

d) 1 and 4

NOTE: Two of the list items are correct. List style questions are never negative.

Example ‘negative’ standard OTQ:

Which is NOT a defined area of value?

a) Q

b) P

c) R

d) S

NOTE: Negative questions are **only used as an exception**, where part of the learning outcome is to know that something is not done or should not occur.

Please see the sample paper for an example of the exam format and content.

4 ITIL 4 High-Velocity IT Syllabus

The table below specifies the learning outcomes of the ITIL 4 High-Velocity IT qualification, and the assessment criteria used to assess a candidate's achievement of these learning outcomes, subsequent to a course of study. Note: Principal book references are in parentheses. These refer to the section, but not the subsections within it. The verb for each assessment criterion indicates the Bloom's level (BL): 'Describe'/'Understand', indicates Level 2 understanding/comprehension, and 'Know how to' indicates Level 3 application.

Learning Outcome	Assessment Criteria	BL	No. marks
1. Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT	1.1 Understand the following terms: a) Digital organization (2.3) b) High-velocity IT (2.1) c) Digital transformation (2.4) d) IT transformation (2.4.1) e) Digital product (2.6.1) f) Digital technology (2.2)	BL2	4
	1.2 Understand when the transformation to high-velocity IT is desirable and feasible (2.1)	BL2	1
	1.3 Understand the five objectives associated with digital products to achieve: a) Valuable investments – strategically innovative and effective application of IT (2.5.1, 4, 4.1) b) Fast development - quick realization and delivery of IT services and IT-related products (2.5.1, 4, 4.2) c) Resilient operations - highly resilient IT services and IT-related products (2.5.1, 4, 4.3) d) Co-created value - effective interactions between service provider and consumer (2.5.1, 4, 4.4) e) Assured conformance - to governance, risk and compliance (GRC) requirements (2.5.1, 4, 4.5)	BL2	2
2. Understand the digital product lifecycle in terms of the ITIL 'operating model'	2.1 Understand how high-velocity IT relates to: a) The four dimensions of service management (2.6.6, 2.6.6.1-4, 2.6.7) b) The ITIL service value system (2.6, 2.6.3, 2.6.3.1, 2.6.3.2, 2.6.4) c) The service value chain (2.5.1, 2.6.3, 2.6.3.1, 2.6.3.2, 2.6.4) d) The digital product lifecycle (2.6.2)	BL2	3

Learning Outcome	Assessment Criteria	BL	No. marks
3. Understand the importance of the ITIL guiding principles and other fundamental concepts for delivering high-velocity IT	3.1 Understand the following principles, models and concepts: a) Ethics (3.2.1, 3.2.1.1) b) Safety culture (3.2.2.2) c) Lean culture (3.2.3.2, tab 3.2) d) Toyota Kata (3.2.3.3) e) Lean / agile / resilient / continuous (2.5.2, 2.5.2.1-4, tab 2.2) f) Service-dominant logic (2.5.2.5) g) Design thinking (3.2.1.2) h) Complexity thinking (3.2.3.1)	BL2	3
	3.2 Know how to use the following principles, models and concepts: ▪ Ethics ▪ Safety culture ▪ Lean culture ▪ Toyota Kata ▪ Service-dominant logic ▪ Design thinking ▪ Complexity thinking (3.2, 3.2.1, 3.2.1.1, 3.2.2.2, 3.2.3.2, tab 3.2, 3.2.3.3, 2.5.2, 2.5.2.1-4, tab 2.2, 2.5.2.5, 3.2.1.2, 3.2.3.1) to contribute to: a) Help get customers' jobs done (3.1.4, tab 3.1) b) Trust and be trusted (3.1.2, tab 3.1) c) Continually raise the bar (3.1.3, tab 3.1) d) Accept ambiguity and uncertainty (3.1.1, tab 3.1) e) Commit to continual learning (3.1.5, tab 3.1)	BL3	3
4. Know how to contribute to achieving value with digital products	4.1 Know how the service provider ensures valuable investments are achieved. (4.1, 4.1.1, 4.1.1.1-3, 4.1.2, 4.1.3, 4.1.4, only high impact information from tabs 4.1, 4.2, 4.3, 4.4)	BL3	1
	4.2 Know how to use the following practices to contribute to achieving valuable investments (tabs 4.1, 4.2, 4.3, 4.4, and the references below which refer to the practices guidance): a) Portfolio management (2.1, 2.4 (including subsections)) b) Relationship management (2.1, 2.4 (including subsections))	BL3	2
	4.3 Know how the service provider ensures fast development is achieved. (4.2, 4.2.1, 4.2.2, 4.2.3, 4.2.3.1-2, 4.2.4, 4.2.5, 4.2.6, 4.2.7, only high impact information from tabs 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13)	BL3	1
	4.4 Know how to use the following practices to contribute to achieving fast development (tabs 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.12, 4.13, and the references below which refer to the practices guidance): a) Architecture management (2.1, 2.4 (including subsections))	BL3	5

Learning Outcome	Assessment Criteria	BL	No. marks
	b) Business analysis (2.1, 2.4 (including subsections)) c) Deployment management (2.1, 2.2.2, 2.4 (including subsections), 3.2.2) d) Service validation and testing (2.1, 2.1.1, 2.1.2, 2.4 (including subsections)) e) Software development and management (2.1, 2.2, 2.4 (including subsections))		
	4.5 Know how the service provider ensures resilient operations are achieved. (4.3, 4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 4.3.6, 4.3.7, only high impact information from tabs 4.14, 4.15, 4.16, 4.17, 4.18, 4.19, 4.20)	BL3	1
	4.6 Know how to use the following practices to contribute to achieving resilient operations (tabs 4.14, 4.15, 4.16, 4.17, 4.18, 4.19, 4.20 and the references below which refer to the practices guidance): a) Availability management (2.1, 2.4 (including subsections)) b) Capacity and performance management (2.1, 2.4 (including subsections)) c) Monitoring and event management (2.1, 2.4 (including subsections)) d) Problem management (2.1, 2.2.2, 2.4 (including subsections)) e) Service continuity management (2.1, 2.4 (including subsections)) f) Infrastructure and platform management (2.1, 2.4 (including subsections))	BL3	6
	4.7 Know how the service provider ensures co-created value is achieved. (4.4, 4.4.1, only high impact information from tab 4.21)	BL3	1
	4.8 Know how to use the following practices to contribute to achieving co-created value with the service consumer (tab 4.21 and the practices guidance): a) Relationship management (2.1, 2.4 (including subsections)) b) Service design (2.1, 2.4 (including subsections)) c) Service desk (2.1, 2.4 (including subsections))	BL3	4
	4.9 Know how the service provider ensures assured conformance is achieved (4.5, 4.5.1, 4.5.2, 4.5.3, only high impact information from tabs 4.22, 4.23, 4.25)	BL3	1
	4.10 Know how to use the following practices to contribute to achieving assured conformance (tabs 4.22, 4.23, 4.25 and the practices guidance): a) Information security management (2.1, 2.4 (including subsections))	BL3	2

Learning Outcome	Assessment Criteria	BL	No. marks
	b) Risk management (2.1, 2.4 (including subsections))