

ITIL® 4 Specialist: High Velocity IT

CONNECTION TECHNOLOGY 裝備未來
FUTURE SKILLS

Course Fee: HK\$9,600 (May apply up to HK\$6,400 subsidy)

*Maximum saving, with the final grant subjects to approval.



This course explores the ways in which digital organizations and digital operating models function in high velocity environments. It will help aspiring organizations and practitioners to understand the difference between IT transformation and digital transformation and know where to make digital investment for significant business enablement. This module will enable traditional practitioners and organizations to update their skills and working methods for the digital era.

This module focusses on the characteristics of high velocity organizations and demonstrates how ITIL's operating model, principles and operational practices can be used for digital delivery, from optimization to radical transformation.

Programme code	10013333
Duration and time	3 days 09:30-17:00
Venue	1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon Tong
Medium	Cantonese, supplement with English terminology
Course fee	HK\$9,600 (May apply up to HK\$6,400* subsidy)
Target Audience	ITIL 4 Foundation holder

Assessment Certification

All participants completing the course will receive an Exam Voucher to attempt the assessment. The industry-recognized certifications require a minimum passing score on the assessments.

Trainer Information

Raymond NG has over 10 years of extensive experience as an Agile Consultant for delivering Agile Project and Service Management training and consultancy to individuals and organizations. Add as Project Manager to enable organizations to adopt and implement the agile service project management solutions into their digital contexts. Raymond is a Master of Business Administration (information system management), Bachelor of Science, Computer Science Major, and Bachelor of Science in Electrical Engineering. He is certified as ITIL® 4 Managing Professional and Approved Trainer.

RTTP Training Grant Application

Companies should submit their RTTP training grant application for their employee(s) via <https://rttp.vtc.edu.hk/rttp/login> at least two weeks before course commencement. Alternatively, [application form](#) could be submitted by email to rttp@vtc.edu.hk along with supporting documents.

This course is subject to approval under the Reindustrialisation and Technology Training Programme (RTTP) with up to 2/3 course fee reimbursement upon successful applications. For details: <https://rttp.vtc.edu.hk>.

Course Outline

Part 1: Introduction

- ITSM in the modern world;
- ITIL 4 framework, Structure, benefits.

Part 2: ITIL 4 Foundation Summary

- Value & value co-creation;
- Product & services;
- Services relationship;
- Values: outcomes, costs, & risks;
- The four dimensions of service management;
- The ITIL system value system.

Part 3: High Velocity Nature of the digital enterprise

- High Velocity key terms;
- HVIT objectives: valuable investments, fast development, resilient operations, value co-creation, assured conformance.

Part 4: Digital Product Lifecycle and ITIL Operating Model

- The four dimensions of service management;
- ITIL SVS;
- Service value chain;
- Digital product lifecycle

Part 5: Principles, Models and Concepts:

- Ethics, safety culture, lean culture, Toyota kata, lean/ agile/ resilient/ continuous, service-dominant logic;
- Design thinking;
- Complexity thinking;
- Deal with uncertainty, trust and be trusted, commit to higher performance, help get customers' jobs done, improving by being inquisitive.

Part 6: Achieving Value with Digital Products

- Techniques & 17 ITIL practices for Valuable Investment, Fast development;
- Resilient operation, Co-created value, Assured conformance

Enrolment Methods

1. Scan the QR code to complete the enrolment and payment online OR
2. Mail the crossed cheque with payee name "Hong Kong Productivity Council" (in HK dollar) to HKPC Academy, Hong Kong Productivity Council, 3/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (attention to Mr Desmond CHAN). Please indicate the course name and course code on the envelope.



[Enrolment Link](#)

Supporting Organisations (In arbitrary order)

