ITIL® 4 Direct, Plan and Improve (DPI)

Duration: 4 days | The exam voucher is included in the training's price.

COURSE DESCRIPTION

The ITIL® 4 Strategist: Direct, Plan, and Improve course is based on the ITIL® 4 Strategist Direct, Plan, and Improve candidate syllabus from AXELOS. The course provides the practical skills necessary to create a "learning and improving" IT organization, with a strong and effective strategic direction. With the help of ITIL® 4 concepts and terminology, activities, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® Strategist: Direct, Plan, and Improve certification exam.

The ITIL® 4 Strategist: Direct, Plan, and Improve course is designed to provide practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility. It is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements. Therefore, it is the universal module, that will be a key component of both, ITIL® 4 Managing Professional and ITIL® 4 Strategic Leader streams.

COURSE OBJECTIVE

At the end of this course, participants will be able to:

- Understand the key concepts of direction, planning, improvement.
- Understand the scope of what is to be directed and/or planned and know how to use key principles and methods of direction and planning in that context.
- Understand the role of GRC and know how to integrate the principles and methods into the service value system.
- Understand and know how to use the key principles and methods of continual improvement for all types of improvements.
- Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction, planning and improvement.
- Understand and know how to use the key principles and methods of measurement and reporting in direction, planning, and improvement.
- Understand and know how to direct, plan, and improve value streams and practices.

COURSE OUTLINE

Course Outline:

Module 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- ITIL® 4Certification Scheme
- Course Learning Objectives
- Course Components
- Course Agenda

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- Module-End Exercises
- Exam Details

Module 2: Core Concepts of DPI

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of Direction
- Basics of Planning
- Basics of Improvement
- Other Core Elements

Module 3: DPI through Service Value Chain and Guiding Principles

- Key Terms Covered in the Module
- Module Learning Objectives
- DPI of the SVS
- DPI of Guiding Principles

Module 4: Role of Direction in Strategy Management

- Key Terms Covered in the Module
- Introducing Strategy Management
- Developing Effective Strategies

Module 5: Implementation of Strategies

- Key Terms Covered in the Module
- Module Learning Objectives
- Managing Risks
- Making Decisions through Portfolio Management
- Directing via Governance, Risk, and Compliance (GRC)

Module 6: Introduction to Assessment and Planning

- Key Terms Covered in the Module
- Module Learning Objectives
- Core Concepts of Assessment
- Conducting Effective Assessments
- Core Concepts of Planning

Module 7: Assessment and Planning through VSM

- Key Terms Covered in the Module
- Module Learning Objectives
- Introducing VSM
- Developing Value Stream Maps
- Knowing More About VSM

Module 8: Measurement, Reporting, and Continual Improvement

- Key Terms Covered in the Module
- Module Learning Objectives
- Measurement and Reporting
- Alignment of Measurements and Metrics
- Success Factors and Key Performance Indicators
- Continual Improvement

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Module 9: Measurements and Continual Improvement through Dimensions and SVS

- Key Terms Covered in the Module
- Module Learning Objectives
- Measurements for the Four Dimensions
- Continual Improvement of the Service Value Chain and Practices

Module 10: OCM Principles and Methods

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of OCM
- OCM throughout DPI and Service Value Chain
- Resistance and Reinforcement

Module 11: Communication Principles and Methods

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of Effective Communication
- Communication with Stakeholders

Module 12: SVS Development Using Four Dimensions

- Key Terms Covered in the Module
- Module Learning Objectives
- Organizations and People in the SVS
- Partners and Suppliers in the SVS
- Value Streams and Processes in the SVS
- Information and Technology in the SVS

AUDIENCE

The ITIL® 4 Strategist: Direct, Plan and Improve course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL® 4. This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Anyone working in a Devops team

PREREQUISITES

Required: ITIL® 4 Foundation Certificate

CERTIFICATION

Participants of the course who successfully pass the certification examination will be awarded the ITIL Strategist: Direct, Plan and Improve certification.

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EXAMINATION

- 40 Multiple Choice Questions
- 1 mark per correct answer
- 28 marks required to pass (out of 40 available) – 70%
- 90 minutes duration (113 for non-native speakers)
- Closed-book

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