

ITIL® 4 STRATEGIST DIRECT, PLAN, AND IMPROVE TRAINING AND CERTIFICATION

WHAT IS ITIL® 4DPI?

- The ITIL® Strategist – Direct, Plan, and Improve (DPI) course is "shared" course between two designation streams – the ITIL Managing Professional (MP) and the ITIL Strategic Leader (SL).
- This course provides IT practitioners with the practical skills necessary to create a 'learning and improving' IT organization with a strong and effective strategic direction.
- Another major component of the course includes learning about the impact of Agile and Lean ways of working and how these methodologies can be leveraged to your organization's advantage. The course provides practical and strategic elements for planning and delivering continual improvements with necessary agility.

BENEFIT OF ITIL® 4DPI

On completing this ITIL® 4 DPI Certification course, candidates will gain knowledge on how to:

- Create business strategies with a 'learning and improving' vision
- Strategically plan, analyze and improve services and products
- Apply the ITIL® 4 DPI concepts in the real environments
- Check the compatibility of processes with the latest industry standards
- Utilize Lean and Agile ways of working to the best of the organization's advantage
- Clear the ITIL® 4 Direct, Plan, and Improve (DPI) exam



WHO SHOULD ATTEND?

- Individual professionals continuing their journey in IT service management
- ITSM managers and aspiring ITSM managers
- ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery existing ITIL qualification holders wishing to develop their knowledge.

LEARNING OBJECTIVES

Understand how to plan and build a service value stream to Direct, Plan & Improve services:

- Understand the Key Concepts of Direct, Plan & Improve
- 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
- You will learn how to use practical, strategic methods to plan and deliver continual improvement with the necessary agility from this ITIL 4 Strategist course. The ITIL Strategist certification training is relevant to both the ITIL Managing Professional and Strategic Leader streams, as planning and continual improvement are universal capabilities.



COURSE CONTENTS

Understand how to plan and build a service value stream to create, deliver and support services

Module 1: DPI Key Concepts

- Lesson 1 – DPI Key Terms
- Lesson 2 – Key Concept Differentiation

Module 2 – DPI Scope, Key Principles and Methods

- Lesson 1 – Objectives, Requirements, Decisions
- Lesson 2 – How to Define Effective Policies, Controls, and GuidelinesResults based measuring and reporting

Module 3 – The Role of Governance, Risk, and Compliance

- Lesson 1 – DPI and Risk Management
- Lesson 2 – DPI and Governance

Module 4 – Focus on ImprovementService design

- Lesson 1 – Creating the Context for Improvement
- Lesson 2 – The Continual Improvement Model Part 1
- Lesson 3 – The Continual Improvement Model Part 2
- Lesson 4 – Assessment
- Lesson 5 – Building a Business Case
- Lesson 6 – Improvement Reviews and Embedding Improvement

Module 5 – Focus on Organizational Change ManagementService desk

- Lesson 1 – Introduction to OCM Part 1
- Lesson 2 – Introduction to OCM Part 2
- Lesson 3 – Introduction to OCM Part 3
- Lesson 4 – OCM and Communication Part 1
- Lesson 5 – OCM and Communication Part 2
- Lesson 5 – Establishing Interfaces Across the Value Chain

Module 6 – DPI, Measurement and Reporting

- Lesson 1 – Measurement and Reporting Part 1
- Lesson 2 – Measurement and Reporting Part 2

Module 7: DPI, Value Streams and Practices.

- Lesson 1 – Differences Between Value Streams and Practices
- Lesson 2 – Methods and Techniques Part 1
- Lesson 3 – Methods and Techniques Part 2
- Lesson 4 – Methods and Techniques Part 3
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Module 8 – Course Recap and Exam Preparation



CERTIFICATION

ITIL® 4 DPI Certification Information:

- Exam type: Closed Book
- Exam Duration: 90 minutes
- Questions: 40 (Multiple Choice Questions)
- Passing criteria: 65% a raw score of 26 marks or above

PREREQUISITE

- To be eligible for this ITIL Strategist training, applicants should have: Passed the ITIL 4 Foundation examination and attended an accredited training course for this module