
ITIL 4 - Direct, Plan, Improve

Duration: 3 Days **Course Code: ITIL4DPI** **Delivery Method: Virtual Learning**

Overview:

This course provides IT leaders, practitioners and support staff with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. It provides practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.

This course includes an exam

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Individuals continuing of their journey in service management ITSM managers and aspiring ITSM managers Managers of all levels involved in shaping direction and strategy or developing a continually improving team

Objectives:

- 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 governance, risk and compliance (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
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Prerequisites:

Candidate must hold the ITIL 4 foundation certificate

Testing and Certification

90 minutes, 40 multiple choice questions. Pass mark 28/40 – 70%

The exam is included in the course fee.

Follow-on-Courses:

- ITIL 4: Create, Deliver, Support
 - ITIL 4: Drive Stakeholder Value
 - ITIL 4: High Velocity IT
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Content:

Understand the following key terms:

- o Direction
- o Planning
- o Improvement
- o Operating Model
- o Methods
- o Risks
- o Scope of control
- Understand the differences between the following key concepts:
- o Vision and Mission

- o Strategy, Tactics and Operations
- o Governance, compliance and management
- o Policies, Controls and Guidelines
 - Understand the concepts of Value, Outcomes, Costs ; Risks and their relationships to direction, planning ; improvement
 - Identify the scope of control and within this:
- o Know how to cascade goals and requirements
- o Know how to define effective policies, controls and guidelines
- o Know how to place decision-making authority at the correct level
 - Know how to ensure that controls are sufficient, but not excessive
 - Know how to use the ITIL continual improvement model to improve the service value system or any part of the SVS
 - Know how to identify assessment objectives, outputs, requirements and criteria
 - Know how to select an appropriate assessment method for a particular situation
 - Know how to define and prioritize desired outcomes of an improvement
 - Know how to build, justify and advocate for a business case
 - Know how to conduct:
- o Improvement reviews
- o Analysis of lessons learned
 - Know how to embed continual improvement at all levels of the SVS
 - Understand the nature, scope and potential benefits of organizational change management
 - Know how to use the key principles and methods of Communication ; OCM:
- o Identify and manage different types of stakeholders

- o Effectively communicate with and influence others
- o Establish effective feedback channels
 - Know how to establish effective interfaces across the value chain
 - Know how to define indicators and metrics to support objectives
 - Understand the differences between value streams and practices and how those differences impact direction, planning and improvement
 - Know how to select and use the appropriate methods and techniques to direct, plan and improve value streams and practices.
- o Addressing the 4 dimensions
- o Applying the guiding principles
- o Value stream mapping
- o Optimization of workflow
- o Elimination of waste
- Ensuring ; utilizing feedback

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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