

ITIL® 4 Strategist: Direct, Plan, Improve - Including Exam

Duration: 365 Days **Course Code: ITIL4DPI** **Delivery Method: e-Learning**

Overview:

The ITIL® 4 Strategist Direct Plan and Improve (DPI) module provides IT professionals and leaders with the ability to use ITIL methods in their overall IT strategy, creating an evolving IT organization with a strong and effective strategic direction. It demonstrates a clear alignment between strategy and operations and how to maximise outcomes. The module equips candidates with the skills to control, influence and inspire others to work in a desired way and create effective, high performing IT and digital teams.

It is a key component of both ITIL® 4 Managing Professional and ITIL® 4 Strategic Leader.

DPI will help you to create regular reporting cycles and utilize Lean, Agile and DevOps ways of working and you'll understand the importance of governance and compliance and help organizations remain resilient to digital disruption.

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources

also consist of online books, educational podcasts and vodcasts, and video-based learning. **Format: Subscription**

What's included:

- 12 month online access
- Official eBook
- Exam voucher – available in 9 languages
- Learning Resource Kit
- Interactive eLearning
- Auto-marked sample papers, Casestudies and Practical exercises
- Device-friendly Mobile-optimised
- 8-10 hour content

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Target Audience:

Continuous Improvement Manager Change Manager Capacity Manager IT Operations Manager Cloud Architect Enterprise Architect Service Portfolio Manager Service Designer Risk Manager Information Security and Compliance Manager Cloud Systems Engineer

Objectives:

- **The ITIL® 4 Strategist module, Direct Plan and Improve, will help you to:**
- 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 Organizational Change Management to direction, planning and improvement.
- Taking the online DPI course will help you to ensure you're working tactically to align your work to meet business objectives. You'll break down silos by encouraging a holistic, systems-thinking approach to value co-creation and adapt tools and techniques across the operating model, with minimal disruption.
- You'll learn to use the ITIL® guiding principles, strong business cases, robust planning and effective controls when developing change management programs aligned to organizational strategy.

Prerequisites:

Candidates must hold the ITIL® 4 Foundation and be able to demonstrate that they have undertaken accredited training before taking the DPI exam.

Follow-on-Courses:

- ITIL® 4 Specialist: Create, Deliver, Support + exam
 - ITIL® 4 Leader: Digital and IT Strategy + exam
 - ITIL® 4 Specialist: Drive Stakeholder Value + exam
 - ITIL® 4 Specialist: High Velocity IT + exam
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Content:

Course Introduction	Lesson 1 – Creating the Context for Improvement	Lesson 5 – OCM and Communication Part 2
Module 1: DPI Key Concepts	Lesson 2 – The Continual Improvement Model Part 1	Lesson 5 – Establishing Interfaces Across the Value Chain
Lesson 1 – DPI Key Terms	Lesson 3 – The Continual Improvement Model Part 2	Module 6 – DPI, Measurement and Reporting
Lesson 2 – Key Concept Differentiation	Lesson 4 – Assessment	Lesson 1 – Measurement and Reporting Part 1
Module 2 – DPI Scope, Key Principles and Methods	Lesson 5 – Building a Business Case	Lesson 2 – Measurement and Reporting Part 2
Lesson 1 – Objectives, Requirements, Decisions	Lesson 6 – Improvement Reviews and Embedding Improvement	Module 7: DPI, Value Streams and Practices
Lesson 2 – How to Define Effective Policies, Controls, and Guidelines	Module 5 – Focus on Organizational Change Management	Lesson 1 – Differences Between Value Streams and Practices
Module 3 – The Role of Governance, Risk, and Compliance	Lesson 1 – Introduction to OCM Part 1	Lesson 2 – Methods and Techniques Part 1
Lesson 1 – DPI and Risk Management	Lesson 2 – Introduction to OCM Part 2	Lesson 3 – Methods and Techniques Part 2
Lesson 2 – DPI and Governance	Lesson 3 – Introduction to OCM Part 3	Lesson 4 – Methods and Techniques Part 3
Module 4 – Focus on Improvement	Lesson 4 – OCM and Communication Part 1	Module 8 – Course Recap and Exam Preparation

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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