ITIL® 4 - Direct, Plan, Improve

Varighed: 3 Days   **Kursus Kode: ITIL4DPI**

Beskrivelse:

This 3-day ITIL® 4 Strategist: Direct, Plan, Improve (DPI) 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.
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Målgruppe:

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

Agenda:

- 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

Forudsætninger:

Candidate must hold the ITIL 4 foundation certificate

Test og certificering

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

The exam is included in the course fee.

Yderligere Kurser:
- ITIL4CDS, ITIL® 4 Specialist: Create, Deliver, Support + examen
- ITIL4DITS, ITIL® 4 Leader: Digital and IT Strategy + examen
- ITIL4DSV, ITIL® 4 Specialist: Drive Stakeholder Value + examen
- ITIL4HVIT, ITIL® 4 Specialist: High Velocity IT + examen

Indhold:

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

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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