ITIL® 4 Strategist - Direct, Plan, Improve - Examen inclus

Durée: 365 Jours   **Réf de cours: ITIL4DPI**   **Méthodes d'apprentissage: E-learning**

Résumé:

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

Public visé:

Continuous Improvement ManagerChange ManagerCapacity Manager IT Operations Manager Cloud ArchitectEnterprise ArchitectService Portfolio ManagerService DesignerRisk ManagerInformation Security and Compliance ManagerCloud Systems Engineer

Objectifs pédagogiques:

■ **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.

Pré-requis:

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

Après cette formation, nous vous conseillons le(s) module(s) suivant(s):

■ 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
■ ITIL4CDS - ITIL® 4 Specialist - Create, Deliver, Support - Examen inclus
■ ITIL4DITS - ITIL® 4 Leader - Digital and IT Strategy - Examen inclus
■ ITIL4DSV - ITIL® 4 Specialist - Drive Stakeholder Value - Examen inclus
■ ITIL4HVIT - ITIL® 4 Specialist - High Velocity IT - Examen inclus

Contenu:

Course Introduction

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 Guidelines

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

Lesson 1 – DPI and Risk Management

Lesson 2 – DPI and Governance

Module 4 – Focus on Improvement

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 Management

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

Module 8 – Course Recap and Exam Preparation