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

Duration: 3 Days   Course Code: ITIL4DPI

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 a web proctored exam.
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Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Target Audience:

This course is aimed at: Individuals continuing of their journey in Service Management. ITSM managers and aspiring ITSM

Objectives:

■ **After you complete this course you will be able 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 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.

Prerequisites:

Attendees should meet the following prerequisites:

■ Candidate must hold the ITIL® 4 foundation certificate.

Testing and Certification

Recommended preparation for exam(s):

■ ITIL® 4 - Direct, Plan, Improve exam
Exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame. The exam is 90 minutes long and 40 multiple choice questions. Pass mark 28/40 – 70%

Follow-on-Courses:

The following courses are recommended for further study:

- ITIL® 4: Create, Deliver, Support
- ITIL® 4: Drive Stakeholder Value
- ITIL4 4: High Velocity IT

Content:

Understand the following key terms:

- Direction
- Planning
- Improvement
- Operating Model
- Methods
- Risks
- Scope of control

Understand the differences between the following key concepts:

- Vision and Mission
- Strategy, Tactics and Operations
- Governance, compliance and management
- 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:

- Know how to cascade goals and requirements.
- Know how to define effective policies, controls and guidelines.
- 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 improvement reviews and 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.
- Identify and manage different types of stakeholders.
- Effectively communicate with and influence others.
- 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.
- Addressing the 4 dimensions.
- Applying the guiding principles.
- Value stream mapping.
- Optimization of workflow.
- Elimination of waste.
- Ensuring ; utilizing feedback.

Additional Information:

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Students will receive fully digital student kit, proctor exam voucher, and a digital core guide as standard

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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