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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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
- ITIL® 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 00 971 4 446 4987

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