

ITIL® 4 Strategist Direct Plan and Improve (DPI)

Overview

This unique and central course covers requirements in both the ITIL Managing Professional and ITIL Strategic Leader designations. As such, this course is a must-have in any ITIL 4 professional development plan. You will gain the practical skills needed to establish a “learning and improving” IT organization that possess a strong and targeted strategic direction. The associated certification exam voucher is included with this course.

Prerequisite Comments

Delegates attending this course must have successfully achieved the ITIL 4 Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

Target Audience

Delegates attending this course must have successfully achieved the ITIL 4 Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

The ITIL 4 DPI Qualification would most likely suit the following delegates:

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

Existing ITIL qualification holders wishing to develop their knowledge

The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Course Objectives

The purpose of the ITIL 4 Direct Plan and Improve Qualification is:

To provide the candidate with the practical skills necessary to create a ‘learning and improving’ IT organization, with a strong and effective strategic direction

To provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility

The objectives of this course are 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 GRC (Governance, Risk & Compliance) 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

Understand and know how to use the key principles and methods of measurement and reporting in directing, planning and improvement

Understand and know how to direct, plan and improve value streams and practices

Course Outline

1 - Understand the Key Concepts of Direct, Plan & Improve

Overview of the key ITIL 4 terminology

2 - Scope of what is to be directed and or planned

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

3 - Governance, Risk and Control (GRC) in DPI

Understand the role of risk and risk management in DPI

Understand how governance impacts DPI

Know how to ensure that controls are sufficient, but not excessive

4 - Continual Improvement for all types of improvement

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 (the 'continual improvement' practice)

5 - Communication and Organizational Change Management (OCM)

Understand the nature, scope and potential benefits of organizational change management

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

6 - Measurement and reporting

Know how to define indicators and metrics to support objectives

7 - how to direct, plan and improve value streams and practices

Understand the differences between value streams and practices and how those differences impact direction, planning and improvement

Addressing the 4 dimensions
Applying the guiding principles
Value stream mapping
Optimization of workflow
Elimination of waste
Ensuring & utilizing feedback

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Related Courses, Certifications, Exams

- ITIL® 4 Foundation
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