



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

ITIL® Strategist: Direct Plan and Improve (DPI)

Duration: 3 Days

Method: Instructor-Led Training (ILT) | Live Online Training

Certification: *ITIL4 Strategist: DPI and/or ITIL 4 Managing Professional/Strategic Leader*

NOTE: To achieve the ITIL 4 Managing Professional or Strategic Leader certification, candidates must **pass all of the 4 Specialist and Strategist exams. OR pass all of the 2 Strategist and Leader exams.**

Course Description

This course provides participants with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. The course covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage. It also provides participants with a practical and strategic method for planning and delivering continual improvement with the necessary agility. It will cover both practical and strategic elements. Therefore, it is the universal module that will be a key component of both streams, ITIL 4 Managing Professional and ITIL 4 Strategic Leader. The course is based on the ITIL 4 best practices and the Service Value System (SVS) featured in the latest 2019 guidelines.

Target Audience

This course is intended for:

- Roles such as:
 - IT Support Staff
 - IT Consultants
 - Business Managers
 - Business Process Owners
 - IT Developers
 - Service Providers
 - System Integrators
 - Anyone working in a DevOps team
- (Aspiring) ITSM Managers
- Professionals continuing their journey in IT Service Management (ITSM)
- Managers of all levels involved in shaping direction and strategy or developing a continually improving team.
- Participants in the IT and business domains who wish to take the first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practices and wish to learn about ITIL 4.



Microsoft Partner

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Prerequisites

To attend this course, candidates must have:

- *ITIL 4 Foundation certificate.*

Exam Details

Exam Code:	• ITIL Direct Plan and Improve
Length of Exam:	• 90 Minutes
Number of Questions:	• 40
Passing Score:	• 70%
Question Format:	• Multiple Choice

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Understand the key concepts of direction, planning, improvement.
- 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.



Course Topics

Module 1: Course Introduction

- Let's Get to Know Each Other
- Overview
- ITIL 4 Certification Scheme
- Learning Objectives
- Components
- Agenda
- Module-End Exercises
- Exam Details

Module 2: Core Concepts of DPI

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of Direction
- Basics of Planning
- Basics of Improvement
- Other Core Elements

Module 3: DPI through Service Value Chain and Guiding Principles

- Key Terms Covered in the Module
- Module Learning Objectives
- DPI of the SVS

Module 4: Role of Direction in Strategy Management

- Key Terms Covered in the Module
- Introducing Strategy Management
- Developing Effective Strategies

Module 5: Implementation of Strategies

- Key Terms Covered in the Module
- Module Learning Objectives
- Managing Risks
- Making Decisions through Portfolio Management
- Directing via Governance, Risk, and Compliance (GRC)

Module 6: Introduction to Assessment and Planning

- Key Terms Covered in the Module
- Module Learning Objectives
- Core Concepts of Assessment
- Conducting Effective Assessments
- Core Concepts of Planning

Module 7: Assessment and Planning through VSM

- Key Terms Covered in the Module
- Module Learning Objectives
- Introducing Value Stream Maps (VSM)
- Developing VSM
- Knowing More About VSM





Course Topics *Continued*

Module 8: Measurement, Reporting, and Continual Improvement

- Key Terms Covered in the Module
- Module Learning Objectives
- Measurement and Reporting
- Alignment of Measurements and Metrics
- Success Factors and Key Performance Indicators
- Continual Improvement

Module 9: Measurements and Continual Improvement through Dimensions and SVS

- Key Terms Covered in the Module
- Module Learning Objectives
- Measurements for the Four Dimensions
- Continual Improvement of the Service Value Chain and Practices

Module 10: OCM Principles and Methods

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of OCM
- OCM throughout DPI and Service Value Chain
- Resistance and Reinforcement

Module 11: Communication Principles and Methods

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of Effective Communication
- Communication with Stakeholders

Module 12: SVS Development Using Four Dimensions

- Key Terms Covered in the Module
- Module Learning Objectives
- Organizations and People in the SVS
- Partners and Suppliers in the SVS
- Value Streams and Processes in the SVS
- Information and Technology in the SVS

ACTIVITIES INCLUDED