ITIL® 4 STRATEGIST
DIRECT, PLAN & IMPROVE

DURATION: 3 DAYS

IT SERVICE MANAGEMENT & GOVERNANCE

The ITIL 4 Strategist: Direct, Plan and Improve (DPI) certification is a required module for both the ITIL Managing Professional and ITIL Strategic Leader qualifications. ITIL DPI helps to align product and service management with modern business requirements, drive successful organisational transformation, and embed continual improvement into an organisation's behaviour at every level.

The course aims to identify and focus on the core competencies that leaders and operational employees alike should cultivate and apply throughout their service management careers. Successful candidates will find a supply of ideas and methods that they can use to be better leaders and individual contributors, and that they will find more scope to continue improving in the future.

WHO SHOULD ATTEND

This course is designed for those ITIL 4 Foundation Certified plus:

- IT service management practitioners who are seeking to obtain the ITIL® 4 Managing Professional (MP) designation
- IT service management practitioners who has the authority to direct something, even if that authority is limited to personal direction
- Anyone who is contributing to, if not leading, improvement

LEARNING OUTCOMES

The aim of this course is for each participant to 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

GET AHEAD OF THE GAME
GET CERTIFIED

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COURSE CONTENTS

1. INTRODUCTION
- Organizations, people, and culture
- Why direction, planning, and improvement matter
- Direction
- Planning
- Improvement
- The role of measurement and reporting
- Direction, planning, and improvement of the ITIL SVS
- Applying the guiding principles
- Value, outcomes, costs, and risks in direct, plan, and improve
- Direction, planning, and improvement for everyone

2. STRATEGY AND DIRECTION
- Strategy management
- Defining the structures and methods used to direct behaviours and make decisions
- The role of risk management in direction, planning, and improvement
- Portfolio management: a key decision-making practice
- Direction via governance, risk, and compliance

3. ASSESSMENT & PLANNING
- Basics of assessment
- Basics of planning
- Introduction to value stream mapping

4. MEASUREMENT & REPORTING
- Basics of measurement and reporting
- Types of measurements
- Measurement and the four dimensions
- Measurement of products and services

5. CONTINUAL IMPROVEMENT
- Creating a continual improvement culture
- Continual improvement of the service value chain and practices
- Continual improvement in organizations
- The continual improvement model
- Using measurement and reporting in

6. COMMUNICATION AND ORGANISATIONAL CHANGE MANAGEMENT
- Basics of effective communication
- Identifying and communicating with stakeholders
- Basics of OCM

7. DEVELOPING A SERVICE VALUE SYSTEM
- Adopting the guiding principles
- Centre of excellence for service management
- The four dimensions of service management in the SVS

8. BRINGING IT TOGETHER
- Modern leadership
- Using the guiding principles for direction, planning, and improvement

ALC is accredited by PEOPLECERT on behalf of AXELOS to deliver ITIL 4 Training