COURSE OUTLINE

ITIL® 4 Strategist – Direct, Plan and Improve (Exam Included)

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Day(s)	Intermediate	Service Management	In Class/ Virtual /e-learning	N/A

Course Overview

This module provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. The module covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage.

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

Prerequisite
- ITIL® 4 Foundation Certificate.

Audience

ITIL 4 Strategist Direct, Plan, and Improve is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements.
Therefore, it is the universal module, that will be a key component of both, ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams.

Course Outcomes

You 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 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.

Topics

Module 1: Course Introduction

Module 2: Core Concepts of DPI

- Basics of direction
- Basics of planning
- Basics of improvement
- Other core elements

Module 3: Role of direction in strategy management

- Introduction strategy management
- Developing effective strategies
- Defining structures and methods for decision making

Module 4: Implementation and Strategies

- Managing risks
- Making decisions through portfolio management
- Directing via governance, risk and compliance

Module 5: Introduction to Assessment and Planning

- Core concepts of assessment
- Conducting effective assessments
- Core concepts of planning

Module 6: Assessment and Planning Through VSM

- Introducing VSM
- Developing value stream maps
- Knowing more about VSM

Module 7: Measurement, Reporting, and Continual Improvement

- Measurement and reporting
- Alignment of measurements and metrics
- Success factors and key performance indicators
- Continual improvement

Module 8: Measurements and Continual Improvement Through Dimension and SVS

- Measurements for the four dimensions
- Continual improvement of the service value chain and practices

Module 9: OCM Principles and Methods

- Basics of OCM
- OCM throughout DPI and service value chain
- Resistance and reinforcement

Module 10: Communication Principles and Methods

- Basics of effective communication
- Communication with stakeholders

Module 11: SVS Development Using Four Dimensions

- 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

Exam Information

Multiple choice examination questions

40 questions

28 marks required to pass (out of 40 available) - 70%

90 minutes duration

Closed book.

Vendor Annotation

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