

# ITIL® 4 Strategist: Direct, Plan and Improve



**CATEGORY**  
IT Service Management



**LEVEL**  
Advanced



**DURATION**  
3 days

## COURSE DELIVERY

Classroom or virtual Classroom

## TARGET AUDIENCE

The target audience for this qualification 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..

## PREREQUISITES

ITIL® 4 Foundation certificate is required.

## EXAM INFO

- 90 minutes duration
- 40 multiple-choice questions
- 28/40 required to pass
- Closed book

## CERTIFICATE

ITIL® 4 Strategist: Direct, Plan and Improve

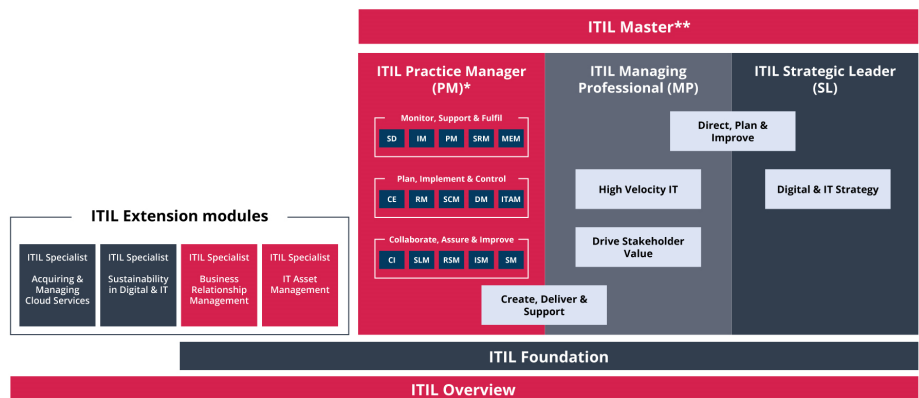
## EXAM BODY

AXELOS (PeopleCert)

## COURSE DESCRIPTION

ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

The ITIL 4 Certification scheme:



\* To be awarded the Practice manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, either individually or as ONE of the three pre-bundled course. These may include the ITAM and BRM extension module from the Practice manager track.

\*\* ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

**ITIL 4 Strategist Direct, Plan and Improve (DPI)** provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.

This course covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage. Furthermore, it provides practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

## COURSE AND LEARNING OBJECTIVES

This course prepares students for the ITIL 4 Direct, Plan and Improve exam. After participating in this course, a candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Direct, Plan and Improve publication to establish a learning and improving IT organization.



**VNOHOW**  
The Right Learning Destination

**MindMagine**

# ITIL® 4 Strategist: Direct, Plan and Improve



## RELATED TRAINING

- ITIL® 4 Specialist: Create Deliver & Support
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- ITIL® 4 Specialist: Monitor, Support & Fulfil
- SDI® Service Desk Analyst
- SDI® Service Desk Manager
- ISO/IEC 20000 Foundation
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner
- AgilePM® Agile Project Management Foundation
- P3.Express Practitioner

## EDUCATION SOLUTIONS

[www.MindMagine.com/education-solutions/](http://www.MindMagine.com/education-solutions/)



Following the completion of the course, participants will be able to understand and know:

- the Key Concepts of Direct, Plan & Improve
- 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
- the role of GRC and know how to integrate the principles and methods into the service value system
- how to use the key principles and methods of continual improvement for all types of improvements
- how to use the key principles and methods of Organizational Change Management to direction, planning and improvement
- how to use the key principles and methods of measurement and reporting in directing, planning and improvement
- how to direct, plan and improve value streams and practices

## COURSE APPROACH

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL 4. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 DPI test.

## COURSE STUDENT MATERIAL

Students will receive an official core guidance eBook, official courseware from AXELOS and exam voucher.



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**MindMachine**

# ITIL® 4 Strategist: Direct, Plan and Improve



## EMPOWERING PROFESSIONALS

As MindMachine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

[www.MindMachine.com/education-solutions/](http://www.MindMachine.com/education-solutions/)



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## CONCEPTS COVERED

### 1. Introduction

- Direct Plan & Improve (DPI)
- ITIL 4 DPI and the Value Chain

### 2. Key Concept of DPI

- Key terms
- Key Concepts
- Value, outcomes, costs, and risks in direct, plan and improve

### 3. Scope of Control, Governance, Risks & Controls (GRC)

- Scope of Control
- Role of Governance, Risks and Controls

### 4. Using Continual Improvement

- Continual Improvement
- Assessment Objectives and Methods
- Build, Justify and Advocate for a Business Case

### 5. Communication & Change

- What is a Value Stream?
- Designing a Value Stream
- Value stream metrics

### 6. Measurements and Reporting

- Measurements and Reporting

### 7. Direct, Plan & Change

- Value Streams & Practices
- Developing a Value Stream Map
- Designing a Workflow
- Addressing the 4 Dimensions
- Applying the Guiding Principles
- Ensuring & Utilizing Feedback



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