

ITIL® 4 Strategist : Direct, Plan & Improve

Our 3-day "ITIL® 4 Strategist: Direct, Plan and Improve" is the universal ITIL® 4 module, that will be shared with both ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams.

This course provides the practical skills necessary to create a "learning and improving" IT organization, with a strong and effective strategic direction.

The Direct, Plan and Improve – DPI course will focus on the following key ITIL 4 practices:

- Continual improvement
- Measurement and reporting
- Portfolio management
- Organizational change management
- Risk management

Participants will acquire the relevant knowledge and experience through presentations, activities, exercises and examples included in the course, and will be prepared to pass the ITIL® Strategist: Direct, Plan, and Improve certification exam (included in the price).

The ITIL® 4 Strategist: Direct, Plan, and Improve course is designed to provide ITSM professionals with a practical and strategic method for planning and delivering continual improvement with the necessary agility. It 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.

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Détails

- **Code** : ITILSTDPI
- **Durée** : 3 jours (21 heures)

Public

- Architectes
- Chefs de projets
- Consultants
- Consultants informatiques
- Directeurs de projets
- Ingénieurs
- Professionnels de l'IT

Pré-requis

- To attend this course, participants must hold the ITIL 4 Foundation certificate.

Objectifs

- The key concepts of direction, planning and improvement
- 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 governance, risk and compliance (GRC) and know how to integrate the principles and methods into the service value system (SVS)
- The key principles and methods of continual improvement for all types of improvements
- The key principles and methods of Communication and Organizational Change Management to direction, planning and improvement

Programme

Module 1: Course Introduction

- Course objectives and planning
- The ITIL® 4 certification scheme
- Exercises
- Presentation of the case studies
- Exam Details

Module 2: The Core Concepts of DPI

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

Module 3: DPI through Service Value Chain and

Guiding Principles

- DPI of the SVS
- DPI of guiding principles

Module 4: Role of Direction in Strategy Management

- Introducing Strategy Management
- Developing effective strategies

Module 5: Implementation of Strategies

- Managing risks
- Making decisions through Portfolio Management
- Directing via Governance, Risk and Compliance (GRC)

Module 6: Introduction to Assessment and Planning

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

Module 7: Assessment and Planning through VSM

- Introducing Value Stream Maps
- Developing Value Stream Maps
- Knowing more about VSM

Module 8: Measurement, Reporting and Continual Improvement

- 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 the Service Value Chain

- Measurements for the Four Dimensions
- Continual Improvement of the Service Value Chain and practices

Module 10: OCM Principles and Methods

- Basics of OCM
- OCM throughout DPI and Service Value Chain
- Resistance and reinforcement

Module 11: Communication Principles and Methods

- Basics of effective communication
- Communication with stakeholders

Module 12: 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

Preparing for the exam: mock exam

- About the Examination
- Multiple-choice format (1 mark per question)
- Pass grade: 65%
- 40 questions
- Closed book
- Duration: 90 minutes

The exam is scheduled at the end of the 3rd training day in the classroom, or the participants can take the online exam later

Modalités

- **Type d'action** :Acquisition des connaissances
- **Moyens de la formation** :Formation présentielle – 1 poste par stagiaire – 1 vidéo projecteur – Support de cours fourni à chaque stagiaire
- **Modalités pédagogiques** :Exposés – Cas pratiques – Synthèse
- **Validation** :Exercices de validation – Attestation de stages