# Direct Plan & Improvement (ITIL LEADER)

## COURSE OVERVIEW

This course is a key module in the ITIL 4 certification path, designed for leaders and managers responsible for shaping strategy and driving continual improvement. It focuses on how to create a clear direction, align organizational goals, and implement effective planning and governance in IT and digital services. Participants will acquire practical skills for leading change, measuring performance, and promoting a culture of continuous improvement. The aim of the course is to equip business leaders make informed decisions that support long-term success for their organizations.

## WHO SHOULD ATTEND?

This course is ideal for IT managers, team leads, service delivery managers, process owners, project managers, and anyone involved in planning, governance, or continuous improvement within IT and digital services. It benefits professionals seeking to enhance strategic decision-making, lead change effectively, and align IT operations with business goals. The course is also suited for those pursuing the ITIL 4 Managing Professional or Strategic Leader certifications.

## COURSE OUTCOMES

Delegates will gain the skills and knowledge to;

- Understand the key concepts of direction, planning, and continual improvement in the context of ITIL 4.
- Apply practical skills to define strategy and manage governance, risk, and compliance.
- Use Agile and Lean principles to drive continuous improvement across teams and services.
- Establish effective measurement and reporting practices to support informed decision-making.
- Facilitate organizational change and transformation through structured planning and leadership.
- Align IT and digital services with strategic business goals.
- Contribute to the integration of different value streams and practices.
- Prepare for and successfully pass the ITIL 4 Direct, Plan & Improve (DPI) certification exam.

## KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Strategic leadership for shaping strategy and continual improvement
- Creating clear direction and aligning organizational goals
- Implementing effective planning and governance for IT and digital services
- Developing practical skills for leading change and continuous improvement
- Techniques for measuring and evaluating performance
- Making informed decisions to support long-term organizational success

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.
1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded