

ITIL® 4 Strategist Direct Plan and Improvement (DPI)

COURSE OVERVIEW

This unique and central course covers requirements in both the ITIL Managing Professional and ITIL Strategic Leader designations. As such, this course is a must-have in any ITIL 4 professional development plan. You will gain the practical skills needed to establish a “learning and improving” IT organization that possesses a strong and targeted strategic direction.

WHO SHOULD ATTEND?

Delegates attending this course must have successfully achieved the ITIL 4 Foundation Qualification. Individuals continuing of their journey in service management, ITSM managers and aspiring ITSM managers, Managers of all levels involved in shaping direction and strategy or developing a continually improving team and Existing ITIL qualification holders wishing to develop their knowledge.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Provide the candidate with the practical skills necessary to create a ‘learning and improving’ IT organization, with a strong and effective strategic direction.
- Provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.
- 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 GRC (Governance, Risk & Compliance) 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 Organizational Change. Management to direction, planning and improvement.
- Understand and know how to use the key principles and methods of measurement and reporting in directing, planning and improvement.
- Understand and know how to direct, plan and improve value streams and practices.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Governance, Risk, and Compliance (GRC) Integration.
- Guiding Principles and Governance.
- Communication and Organizational Change Management (OCM).
- Measurement and Reporting.
- Planning and Decision-Making at All Levels.
- Continual Improvement and Value Streams.
- Use of Key Tools and Techniques.
- Strategic and Operational Alignment.

- Practical Assignments and Real-World Scenarios.
- Preparation for Certification Exam.

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



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