

## ITIL® 4 Strategist: Direct Plan and Improve (DPI) Certification Program

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### Course Summary

#### Description

The ITIL® best practice provides proven guidance to support organizations on their digital transformation journey. ITIL® 4 is the next iteration that incorporates all the best from previous versions and expands on this body of knowledge, by providing a practical and flexible approach to support organizations with a focus on delivering customer outcomes and value through IT-enabled services.

ITIL® 4 provides an end-to-end operating model for the delivery and operation of tech-enabled products and services. It enables IT teams to continue to play a crucial role in wider business strategy and also integrates concepts from other industry best practices such as Lean, Agile and DevOps.

The advanced-level ITIL® 4 Managing Professional courses been developed for IT practitioners working within technology and digital teams across organizations. To obtain the ITIL® 4 Managing Professional designation, the candidate needs to complete all courses in the ITIL® 4 Managing Professional stream:

- ITIL® 4 Specialist: Create, Deliver and Support
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Strategist: Direct Plan and Improve

The ITIL® 4 Strategist: Direct Plan and Improve (DPI) course provides an understanding on:

- The practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction
- The scope and activities relevant to Direct and Plan
- The role of governance, risk and compliance and how to integrate the principles and methods into the service value system
- Using the key principles and methods of Organizational Change Management to direct, plan and improve

This course has a focus on the following aspects of the ITIL® 4 Service Value Chain:

- Plan
- Improve
- Governance elements (Direct) from the Service Value System (SVS)

#### Objectives

The ITIL® 4 Define Plan and Improve (DPI) course learning objectives include:

- Providing the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction
- Providing a practical and strategic method for planning and delivering continual improvement with the necessary agility

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### Course Summary (cont.)

#### Topics

- Understand the key concepts of Direct, Plan & Improve and their relationship to directing, planning & improving,
- Understand how to set the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning
- Understand the role of GRC and know how to integrate the principles and methods into the service value system,
- Understand how to use the key principles and methods of continual improvement for all improvement initiatives,
- Understand / know how to use the key principles and methods of communication and organizational change management to direction, planning and improvement
- Understand / know how to use the key principles and methods of measurement and reporting in direction, planning and improvement, by knowing how define indicators and metrics to support objectives
- Understand / know how to direct, plan and improve value streams and practices

#### Audience

- Managers of all levels involved in shaping direction and strategy or developing a continually improving team
- Individuals continuing their journey in service management
- ITSM managers, directors and process owners/managers
- ITSM practitioners managing the operation of IT-enabled & digital products and services
- Existing ITIL ® qualification holders wishing to develop their knowledge

#### Prerequisite

- The candidate must have passed the ITIL® 4 Foundation examination
- Attendance in an accredited training course for this module and successful completion of the certificate exam
- Exam details:
  - 90 minutes
  - Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.
  - 'Closed book' examination, 40 multiple choice questions, 70% or higher pass mark (28 or above correct out of 40)

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#### Duration

Three Day

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### Course Outline

- I. *Understand the key concepts of Direct, Plan & Improve and their relationship to directing, planning & improving, including:*
  - A. Direction, planning and improvement
  - B. Operating model
  - C. Risks
  - D. Scope of control
  - E. Value
  - F. Outcomes
  - G. Costs and risks and their relationships to direction, planning & improvement
  - H. Differences between:
    1. Vision and mission
    2. Strategy, tactics and operations
    3. Governance, compliance and management
    4. Policies, controls and guidelines
  
- II. *Understand how to set the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning, including how to:*
  - A. Cascade goals and requirements
  - B. Define effective policies, controls and guidelines
  - C. Place decision-making authority at the correct level
  
- III. *Understand the role of GRC and know how to integrate the principles and methods into the service value system, including:*
  - A. The role of risk and risk management in DPI
  - B. How governance impacts DPI
  - C. How to ensure that controls are sufficient and not overly excessive
  
- IV. *Understand how to use the key principles and methods of continual improvement for all improvement initiatives, including how to:*
  - A. Use the ITIL® continual improvement model to improve the service value system
  - B. Identify assessment objectives, outputs, requirements and criteria
  - C. Select the best assessment method for a particular situation
  - D. Define and prioritize desired outcomes of an improvement
  - E. Build, justify and advocate for a business case
  - F. Conduct improvement reviews and analyze lessons learned
  - G. Embed continual improvement at all levels of the service value system
  
- V. *Understand / know how to use the key principles and methods of communication and organizational change management to direction, planning and improvement*
  
- VI. *Understand / know how to use the key principles and methods of measurement and reporting in direction, planning and improvement, by knowing how define indicators and metrics to support objectives*
  
- VII. *Understand / know how to direct, plan and improve value streams and practices by:*
  - A. Understanding the differences between value streams and practices and how those differences impact direction, planning and improvement
  - B. Knowing how to select and use the appropriate methods and techniques to direct, plan and improve value streams and practices