ITIL® 4 Strategist – Direct, Plan, & Improve

Course Description: This course is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It covers both practical and strategic elements. This universal module is a key component of both the ITIL Managing Professional and ITIL Strategic Leader streams.

Course Objectives: This course provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Attendees acquire an understanding of:

- ✓ The influence and impact of Agile and Lean ways of working
- ✓ How Agile and Lean can be leveraged to an organization's advantage
- ✓ A practical and strategic method for planning and delivering continual improvement with necessary agility

  Enables you to:

  - *Direct Organizational Change*
  - *Encourage a Culture of Continual Improvement*
  - *Ease Decision Making, Support Change Management*
  - *Minimize Disruption, Innovate while Remaining Compliant*
  - *Lead IT Teams and Create Optimized, Modern Digital Services*

Audience: The primary audience for this course includes ITSM Managers and Directors, Continuous Improvement Managers, IT Operations Managers, Program and Project Managers, and ITIL Process Owners. (Min: 5, Max: 20)

For **IT and Digital Managers** who:

- ✓ Shape Strategy, Drive Improvement, Plan Work, Improve Products, Manage Organizational Change, and Interface with Governance, Risk, and Compliance (GRC).

Course Length: 20 hours (can be 3-4 days based on customer schedule preference)

Prerequisites: ITIL® 4 Foundation Certification (mandatory accredited training course)

Course Materials:

- ✓ Instructor-led presentation, facilitation, discussion, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (186-pg) with study aids and assignments
- ✓ ITIL® 4 DPI Reference Card and Handouts
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Course curriculum is provided by ITSM Academy® and attendees earn 18 PDUs
- ✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
- ✓ ITIL® 4 DPI Digital Core Guidance (eBook) from Axelos provided at exam registration.

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Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: Direct, Plan, and Improve (DPI)

Module 1: DPI Key Concepts

- Key DPI Terms and Concepts
- The Role of Governance, Risk, and Compliance

Module 2: Continual Improvement

- Continual Improvement and the SVS
- The Continual Improvement Model
- Continual Improvement Principles & Methods

Module 3: Measurement and Reporting

- Measurement and Reporting
- Measurement Cascades and Hierarchies
- Measurement and the Four Dimensions

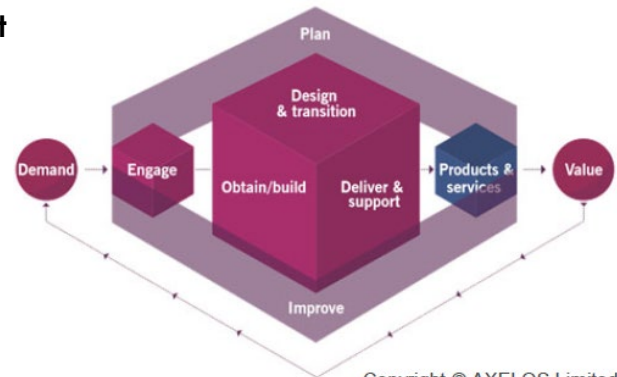### Module 4: Value Streams and Practices

- Value Stream, Process and Practice Differences
- Methods and Techniques to Direct, Plan & Improve Value Streams

Module 5: Organizational Change Management

- Organizational Change Management (OCM)
- The OCM Practice
- Identifying and Managing Stakeholders
- Key Principles and Methods of Communication

Stakeholders (Group or Individual)	Interest/involvement (How does the initiative impact the stakeholder?)	Power/ Influence/ Impact (on the initiative) (High/Medium/Low)	Expectations (What's in it for me?)	Observations/ comments

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