

ITIL® 4 Strategist: Direct, Plan, and Improve (DPI)

Course Description: The **ITIL 4 Strategist: Direct, Plan and Improve (DPI)** certification is intended to provide the candidate with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. It seeks to provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

Course Objectives: The expected learning outcomes:

- ✓ Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods
- ✓ Understand the role of Governance, Risk & Compliance (GRC)
- ✓ Understand and know how to use the key principles and methods of continual improvement
- ✓ Understand and use the key principles and methods of communication & organizational change management
- ✓ Understand and know how to use the key principles and methods of measurement and reporting
- ✓ Understand and know how to direct, plan, and improve value streams and practices



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 includes ITSM Managers and Directors, Continuous Improvement Managers, IT Operations Managers, Program and Project Managers, and ITIL Process Owners. 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: 14-20 hours – online Canvas eLearning platform

Prerequisites: ITIL® 4 Foundation Certification is required

Course Materials:

- ✓ Online eLearning course for self-paced presentation, exercises, and case studies
- ✓ ITIL4 Direct, Plan, and Improve Digital eBook (164-pg) from PeopleCert
- ✓ Learner Workbook (530-pg, 593 slides) with study aids, quizzes, and assignments
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Official course curriculum provided by PeopleCert (18 PDUs earned)
- ✓ PeopleCert Exam Voucher included (with Certificate and Digital Badge)

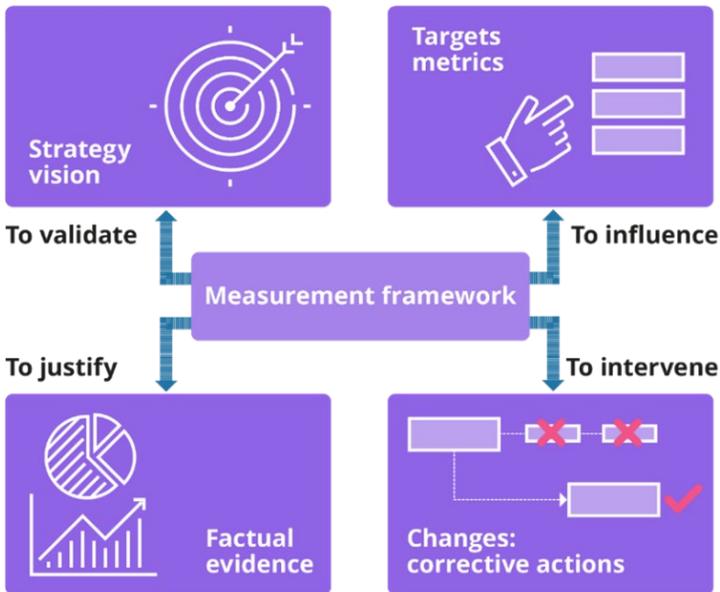
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Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can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

Course Outline: Direct, Plan, and Improve (DPI) v4.2

- Module 1: Core concepts of DPI
- Module 2: DPI through service value system and guiding principles
- Module 3: Role of direction in strategy management
- Module 4: Implementation of strategies
- Module 5: Introduction to assessment and planning
- Module 6: Assessment and planning through VSM
- Module 7: Measurement, reporting, and continual improvement
- Module 8: Measurements and continual improvement through dimensions and SVS
- Module 9: OCM principles and methods
- Module 10: Communication principles and methods
- Module 11: SVS development using four dimensions



- 1 Specification of objectives**
 Specifying the organization's mission, vision, and objectives to formulate the overall goals and objectives.
- 2 Development of policies and plans**
 Developing policies and plans to enable people to adopt effective course of action to achieve the mission and objectives.
- 3 Allocation of resources**
 Allocating resources to implement policies and plans to achieve the goals.