

ITIL 4 Strategist: Direct, Plan, and Improve Course

Course Duration: 24 Hrs.

Course code: ITIL4S

Course Overview

Learn to optimize workflows, manage organizational change and align business and IT strategies, while promoting collaboration and continuous improvement.

What you'll learn?

The course will help students to understand:

- Key concepts
- Governance and Compliance
- Service Performance Metrics
- Continual Improvement
- Risk Management
- Value Stream Mapping

Target Audience

- Key benefit Excel in IT management

Pre-Requisites

To successfully undertake the ITIL 4 Strategist: Direct, Plan, and Improve (DPI) course, participants should meet the following minimum prerequisites:

- Hold the ITIL 4 Foundation certificate or be a holder of the ITIL 4 Managing Professional Transition certificate. Proof of certification needs to be presented upon request.

- Understand the basic concepts and definitions of ITIL 4. Pre-course reading materials are provided to refresh knowledge.
- Experience in IT service management is recommended, as this will provide context and aid in understanding the principles and practices taught on the course.
- Familiarity with management and operation of IT-enabled services will be beneficial.
- Basic understanding of common ITIL practices and how they contribute to the creation of value in the form of services.

Course Content

- **Module 1:** Introduction to DPI, key concepts, and their differentiation.
- **Module 2:** Scope of DPI, key principles, and methods, including defining effective policies and guidelines.
- **Module 3:** Role of GRC in DPI, including risk management and governance.
- **Module 4:** Focus on improvement, including the Continual Improvement Model and building a business case.
- **Module 5:** Focus on Organizational Change Management.
- **Module 6:** Measurement and reporting in DPI.
- **Module 7:** DPI and its relationship to value streams and practices.
- **Module 8:** Course recap and exam preparation.