

COURSE OUTLINE



Course Code: SMG-4DPI

Course Name: eLearning ITIL® 4 Strategist Direct, Plan and Improve

(Exam Included)

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
Self-paced	Intermediate	IT Service eLearning	N/A	Management

Course Overview

This module provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. The module covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage.

It will provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

Prerequisites

All modules have ITIL 4 Foundation as a pre-requisite.

Target Audience

ITIL 4 Strategist Direct, Plan, and Improve is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements.

Therefore, it is the universal module, that will be a key component of both, ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams.

At course completion

You will be able to:

- Understand the key concepts of direction, planning, improvement.
- 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 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 Communication and Organizational Change Management to direction, planning, and improvement.
- Understand and know how to use the key principles and methods of measurement and reporting in direction, planning, and improvement.

Understand and know how to direct, plan, and improve value streams and practices.

Topics

Module 1: Course Introduction

Module 2: Core Concepts of DPI

Module 3: DPI Through Service Value System and Guiding Principles

Module 4: Role of Direction in Strategy Management

Module 5: Implementation and Strategies

Module 6: Introduction to Assessment and Planning

Module 7: Assessment and Planning Through VSM

Module 8: Measurement, Reporting, and Continual Improvement

Module 9: Measurements and Continual Improvement Through Dimension and SVS

Module 10: OCM Principles and Methods

Module 11: Communication Principles and Methods

Module 12: SVS Development Using Four Dimensions

Exams and Certifications

(Please note that PeopleCert examinations cannot be sold separately and are included in the course pricing)

ITIL Direct, Plan & improve exam format

Multiple choice examination questions

40 questions

28 marks required to pass (out of 40 available) - 70%

90 minutes

duration Closed

book.

Vendor Annotation

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