ITIL® 4 Strategist – Direct, Plan and Improve

TRAINING COURSE OUTLINE

Introduction

The ITIL® Strategist – Direct, Plan, and Improve (DPI) course is "shared" course between two designation streams – the ITIL Managing Professional (MP) and the ITIL Strategic Leader (SL).

The course provides IT practitioners with the practical skills necessary to create a 'learning and improving' IT organization with a strong and effective strategic direction.

The DPI course focuses on these key ITIL® 4 practices:
- ❖ Continual improvement
- ❖ Measurement and reporting
- ❖ Portfolio management
- ❖ Organizational change management
- ❖ Risk management

Another major component of the course includes learning about the impact of Agile and Lean ways of working and how these methodologies can be leveraged to your organization's advantage. The course provides practical and strategic elements for planning and delivering continual improvements with necessary agility.

Duration

4 – days workshop

Course Objectives

At the end of the training, participants are expected to:
- ❖ Understand the key concepts of Direct, Plan, and Improve
- ❖ Understand the scope of what is to be directed/planned and how to use key principles and methods of planning:
  - o Learn how to cascade goals and requirements
  - o Learn how to define effective policies, controls, and guidelines
  - o Learn how to place decision-making authority at the correct level

- o Understand the role of governance, risk, and compliance (GRC) and how to integrate with the service value system (SVS)
- ❖ Discover how to use the key principles and methods of continual improvement for all types of improvements:
- o Learn how to use the ITIL continual improvement model to improve the service value system
- o Learn how to identify assessment objectives, outputs requirements, and criteria as well as how to select an appropriate assessment for a particular situation
- o Learn how to define and prioritize desired outcomes
- o Learn how to build, justify, and sell a business case
- o Learn how to conduct improvement reviews and how to embed continual improvement at all levels of the SVS
- ❖ Discover how to use the key principles of organizational change management to:
- o Identify and manage different stakeholder types
- o Learn how to establish effective channels for feedback and communication
- o Learn how to develop effective interfaces across the value chain
- o Understand how to use the key principles and methods of measurement and reporting in directing, planning, and improvement
- ❖ Learn how to direct, plan, and improve value streams and practices:
- o Understand the differences between value streams and practices while learning how to select and use the appropriate techniques to direct, plan, and improve them
- ❖ Prepare to exam to seeking to obtain the ITIL Managing Professional (MP) Certificate or the ITIL Strategic Leader (SL) Certificate.

Target Audiences

This course is aimed at IT leaders and managers of all levels of the organization who are seeking to obtain the ITIL Managing Professional (MP) Certificate or the ITIL Strategic Leader (SL) Certificate, and/or who are involved in shaping IT direction and strategy. And some special roles:

- ❖ All IT Professionals
- ❖ IS/IT Manager
- ❖ IT Service Manager

- ❖ Change Manager, Delivery Manager, MIS Manager IT Project Manager
- ❖ IT Architect, System Architect, Enterprise Architect
- ❖ Business Process Analyst, Business Analyst
- ❖ Service Desk Manager, IT Operation Manager
- ❖ IT Director, Head of IT
- ❖ ITSM Consultants
- ❖ CIO/CTO
- ❖ IT Staffs, IT Supervisor, Service Desk, IT Engineers, Application Developer, DevOps, IT Auditor, and other IT-related positions

Prerequisites

For this course you are required to have successfully attained your ITIL 4 Foundation Certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

Exam & Certification

- ❖ The exam is administered by PeopleCert. Candidate must learn at Accredited ITIL Training Provider with Accredited ITIL Trainer.
- ❖ The exam is 90 minutes in duration, includes 40 multiple-choice questions and is administered online by an independent examination body. Participants are provided with an exam voucher so they can schedule the exam at their convenience on any date after completion of the course.
- ❖ A passing mark of 70% is required to receive your certificate. An exam review is included in the course to help prepare attendees for the final exam.
- ❖ You will attain 18 professional development units (PDUs) for Project Managers.

Course Content

Module 1: Introduction to service management
- ❖ Key concepts of service management
- ❖ The Guiding Principles

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- ❖ The four dimensions of service management
- ❖ The service value system
- ❖ The service value chain
- ❖ Continual Improvement Model
- ❖ Direct, Plan and Improvement

Module 2: Principle and methods
- ❖ Objectives and requirement cascading
- ❖ Effective policies, controls and guidelines defining
- ❖ Decision-making authority at the correct level.

Module 3: Governance risk and compliance
- ❖ The role of Risks
- ❖ Risk management
- ❖ Governance impact
- ❖ Sufficient controlling

Module 4: The Continual improvement model
- ❖ Improving the service value system using Continual improvement model
- ❖ Identifying assessment objectives and requirements
- ❖ Appropriate assessment methods selecting
- ❖ Desired outcomes defining and prioritizing
- ❖ Improvement review
- ❖ Lessons learned analyzing
- ❖ Business case Building, Justifying and advocating
- ❖ Continual improvement embedding at all level

Module 5: Organization change management
- ❖ Nature, scope and potential benefits
- ❖ Diffident types of stakeholders Identifying and managing
- ❖ Effective communication
- ❖ Effective feedback channels
- ❖ Effective interfaces across the value chain

Module 6: Metrics and indications
- ❖ Reasons for measuring
- ❖ Types of measuring
- ❖ Planning and evaluation model
- ❖ Balanced scorecard
- ❖ IT component-to-scorecard hierarchy
- ❖ Organization improvement cascade
- ❖ Success factors and KPIs
- ❖ KPIs and behavior

Module 7: Value streams and Practice
- ❖ Value stream and practices
- ❖ Fours dimensions addressing
- ❖ Applying the guiding principles
- ❖ Value stream mapping
- ❖ Optimization of workflow
- ❖ Eliminate of waste
- ❖ Ensuring and Utilizing feedback

Notes: Apex Global is Accredited ITIL Training Provider in Vietnam. We have been trained successfully 17 ITIL Experts in year 2018, 2019. Now we have been trained successfully 66 ITIL Experts.

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