

ITIL 4 Strategist: Direct, Plan & Improve Training

ITIL (PeopleCert) Authorized Training · Applied Technology Academy

The Direct, Plan and Improve (DPI) Certification is part of the ITIL 4 Managing Professional and Strategic Leader Track. The course/certification was designed to provide candidates with the practical skills necessary to create IT organizations centered on 'Learning and improving' from a practical and strategic direction.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Intermediate	3 Days	3 years: ITIL 4 Foundation	\$96,560	No

Course Overview

When you complete this class you will:

- Understand the scope of what is to be directed and/or planned
- Know how to use key principles and methods of direction
- Be able to plan using key principles and methods
- Know how to define effective policies, controls and guidelines
- Understand the role of risk and risk management in DPI
- Identify how governance impacts DPI
- Know how to ensure controls are sufficient and not excessive
- Understand the nature, scope and potential benefits of organizational change management
- Facilitate key principles and methods of communications and OCM
- Identify and manage all types of stakeholders
- Effectively communicate and influence others
- Create effective feedback channels
- Understand how Lean and Agile methods can be leveraged
- How to successfully apply DPI Concepts in the real world
- How to create a "learning and improving" IT organization
- Be prepared to pass the official ITIL 4 Direct, Plan, and Improve Course

Course Outline

- **Lesson 1: Introduction to Direct, Plan & Improve**
 - ITIL 4 Certification Overview
 - Direct, Plan & Improve Publications
 - Direct Plan & Improve Learning Outcomes
- **Lesson 2: Direct, Plan & Improve: Key Concepts**

- Key DPI Concepts
- Key DPI Terms
- How Value, Outcomes, Costs and Risks Relate to DPI
- Measurement and Reporting
- **Lesson 3: Understanding 'Scope' and Applying Direct, Plan & Improve**
 - Strategic Planning
 - Cascading Objectives
 - Policies, Controls and Guidelines
 - Decision Making Authority
- **Lesson 4: The Role of Governance, Risk and Compliance (GRC) and The Service Value System**
 - The Role of Governance, Risk and Compliance
 - How to Integrate Governance, Risk and Compliance into the SVS
 - Risk Management in DPI
 - Governance and DPI
- **Lesson 5: Continual Improvement**
 - Key Principles and Methods
 - Continual Improvement Model
- **Lesson 6: Continual Improvement: Assessment Methods**
 - How to Identify Assessment Criteria
 - Data Collection
 - Selecting Assessment Methods
 - Assessment Methods and Outputs
- **Lesson 7: Continual Improvement: Where do we want to be?**
 - Defining the Next Point
 - Priority and Scope
 - Outcomes
 - Take Action
- **Lesson 8: Continual Improvement: Keeping Up Momentum**
 - Keeping People Engaged
 - Lessons Learned Analysis
 - Measurement and Reporting Practice
- **Lesson 9: Organizational Change Management (OCM) and Communication**
 - Key Principles
 - OCM Purpose and Application
 - Key Terms, Principles and Scope
- **Lesson 10: Organizational Change Management: Practice Success Factors (PSFs)**

- Types of PCFs
- Key Metrics
- OCM and the SVC
- **Lesson 11: Organizational Change Management: Stakeholders**
 - Identifying and Managing Stakeholders
- **Lesson 12: Organizational Change Management: Communication Principles**
 - Types of Effective Communication
 - Communication Feedback Channels
 - Effective Interfaces
- **Lesson 13: Measurement and Reporting in Direct, Plan & Improve**
 - Key Terms and Definitions
 - Reporting Good Practices
 - Types of Measurement
- **Lesson 14: Measure & Report: Planning and Evaluation Model**
 - Purposed and Objectives of the Planning and Evaluation Model
 - Balanced Scorecard
 - Success Factors and KPIs
- **Lesson 15: Direct, Plan & Improve Value Streams and Practices**
 - Differences Between Value Streams and Practices
 - Value Stream Mapping
 - Measuring the Four Dimensions
 - Workflow
 - Feedback
- **Lesson 16: Value Streams & Practices: Apply Guiding Principles to Direct, Plan & Improve**
 - Applying the 7 Guiding Principles
 - Optimizing and Creating Workflows
 - Efficient Designs and Workflow Metrics
 - Theory of Constraints and Kanban
 - Institutionalizing Change
- **Lesson 17: Summary**

Intended Audience

- Individuals continuing of their journey in service management
- ITSM managers and aspiring ITSM managers
- Managers of all levels involved in shaping direction and strategy or developing a continually improving team

Prerequisites

- Delegates must hold ITIL4 Foundation certification.
- In order to take this exam students must have completed an accredited Direct, Plan and Improve course.

Exam Details:

- The DPI exam is a closed book exam
- Publications are not permitted to be used in the exam
- The exam is 90 minutes in duration
- Students taking the exam in a language that is not their native language are awarded 25% extra time
- There are 40 questions, each worth 1 mark
- You need to get 28 questions correct (70%) to pass the exam
- The questions are all multiple choice

Follow-On Courses

- ITIL 4 Specialist: High Velocity IT
- ITIL 4 Specialist: Create, Deliver & Support

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