

# ITIL® 4 Direct, Plan & Improve (DPI)

3 Days (21 Hours) / Exam voucher and Take2 option included

Our 3-day DPI course is the universal ITIL® 4 module, that will be shared with both ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams.

This course provides the practical skills necessary to create a “learning and improving” IT organization, with a strong and effective strategic direction.

The Direct, Plan and Improve - DPI course will focus on the following key ITIL4 practices:

- Continual improvement
- Measurement and reporting
- Portfolio management
- Organizational change management
- Risk management

- The price includes the lunches, training materials with a digital copy of the official ITIL 4 DPI Manual and exam voucher with Take2 option.



## ITIL® 4 STRATEGIST: DIRECT, PLAN & IMPROVE (DPI)

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Participants will acquire the relevant knowledge and experience through presentations, activities, exercises and examples included in the course, and will be prepared to pass the ITIL® Strategist: Direct, Plan, and Improve certification exam.

The ITIL® 4 Strategist: Direct, Plan, and Improve course is designed to provide ITSM professionals with a practical and strategic method for planning and delivering continual improvement with the necessary agility. It 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.

## COURSE & LEARNING OBJECTIVES

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After this course, you will be able to:

- Understand the key concepts of Direct, Plan and Improve
- Know the role and importance of governance, risk and compliance (GRC) in the service value system (SVS)
- Master the principles and procedures of continuous improvement for all types of improvement
- Understand how to use key measurement and reporting principles and methods in the context of DPI
- Know how to direct, plan and improve value flows and practices
- To explain how organizations and people play an important role in the service value chain
- Prepare for ITIL 4 Direct Plan and Improve certification

## COURSE PROGRAMME

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### Module 1: Course Introduction

- Course objectives and planning
- The ITIL® 4 certification scheme
- Exercises
- Presentation of the case studies
- Exam Details

### Module 2: The Core Concepts of DPI

- Basics of direction
- Basics of planning
- Basics of improvement
- Other core elements

### **Module 3: DPI through Service Value Chain and Guiding Principles**

- DPI of the Service Value Stream
- DPI of guiding principles

### **Module 4: Role of Direction in Strategy Management**

- Introducing Strategy Management
- Developing effective strategies

### **Module 5: Implementation of Strategies**

- Managing risks
- Making decisions through Portfolio Management
- Directing via Governance, Risk and Compliance (GRC)

### **Module 6: Introduction to Assessment and Planning**

- Core concepts of assessment
- Conducting effective assessments
- Core concepts of planning

### **Module 7: Assessment and Planning through Value Stream Maps**

- Introducing VSM
- Developing Value Stream Maps
- Knowing more about VSM

### **Module 8: Measurement, Reporting and Continual Improvement**

- Measurement and Reporting
- Alignment of measurements and metrics
- Success factors and key performance indicators
- Continual improvement

### **Module 9: Measurements and Continual Improvement through Dimensions and the Service Value Chain**

- Measurements for the Four Dimensions
- Continual Improvement of the Service Value Chain and practices

### **Module 10: OCM Principles and Methods**

- Introduction to OCM
- OCM throughout DPI and Service Value Chain
- Resistance and reinforcement

### **Module 11: Communication Principles and Methods**

- Basics of effective communication
- Communication with stakeholders

### **Module 12: Service Value Stream Development Using Four Dimensions**

- Organizations and people in the SVS
- Partners and suppliers in the SVS
- Value streams and processes in the SVS
- Information and technology in the SVS

### **Preparing for the exam: mock exam**

## **WHO SHOULD ATTEND?**

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The ITIL® 4 Strategist: Direct, Plan and Improve course is aimed professionals and leaders in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL 4. This course and the related certification can be beneficial for the following roles:

- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Anyone working in a DevOps team

## PREREQUISITES

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To attend this course, participants must hold the ITIL 4 Foundation certificate.

Participants will need to provide B2B Learning with a copy of their certificate upon registration in order to be admitted into this course. If you need to take your ITIL 4 Foundation exam, you can either attend our ITIL 4 Foundation classroom course or eLearning module, or book your exam only online if you prefer self-study.

## ABOUT THE CERTIFICATION EXAM

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- Multiple-choice format (1 mark per question)
- Pass grade: 65%
- 40 questions
- Closed book
- Duration: 90 minutes

During the training you will receive an exam voucher for an online proctored exam (with Take2 option). You will do your exam after the training at a date/hour of your choice. Please be aware that you will have to install an 'exam shield' on your PC before taking the exam. More information during the training.

## COURSE MATERIAL

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Participants will receive an accredited set of course materials in digital format (eBook) including a pre- and post- reading guide and mock exam. Participants may print the material one time and can use the files under the B2B Learning and material owner terms of use.