ITIL® 4 Strategist: Direct, Plan, and Improve Training

Module 1: Understand the Key Concepts of Direct, Plan and Improve (DPI)

- Direction
- Planning
- Improvement
- Operating Model
- Methods
- Risks
- Scope of control

Module 2: Understand the Differences Between the Following Key Concepts

- Vision and Mission
- Strategy, Tactics and Operations
- Governance, compliance and management
- Policies, Controls and Guidelines

Module 3: 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

- Cascade goals and requirements
- Define effective policies, controls and guidelines
- Place decision-making authority at the correct level

Module 4: Understand the Role of Governance, Risk and Control and Know How to Integrate the Principles and Methods into the Service Value System

- The role of risk and risk management in DPI
- How governance impacts DPI
- Ensure that controls are sufficient, but not excessive
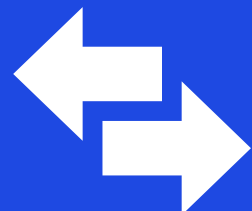
Module 5: Understand and Know How to Use the Key Principles and Methods of Continual Improvement for all Types of Improvements

- Use the ITIL continual improvement model to improve the service value system or any part of the SVS
- Identify assessment objectives, outputs, requirements and criteria
- Select an appropriate assessment method for a particular situation
- Define and prioritise desired outcomes of an improvement
- Build, justify and advocate for a business case
- Conduct improvement reviews and lesson learn analysis
- Embed continual improvement at all levels of the SVS
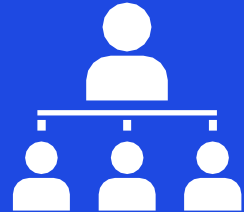
Module 6: Understand and Know How to Use the Key Principles and Methods of Communication and Organisational Change Management to Direction, Planning and Improvement

Understand the nature, scope and potential benefits of organisational change management.

Know how to use the key principles and methods of Communication & OCM:
- Identify and manage different types of stakeholders
- Effectively communicate with and influence others
- Establish effective feedback channels
- Establish effective interfaces across the value chain

Module 7: Understand and Know How to Use the Key Principles and Methods of Measurement and Reporting in Direction, Planning and Improvement

- Define indicators and metrics to support objectives
- Direct, plan and improve value streams and practices
- Understand the differences between value streams and practices and how those differences impact direction, planning and improvement
- Select and use the appropriate methods and techniques to direct, plan and improve value streams and practices including addressing the 4 dimensions and Value Stream Mapping