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ITIL®4 - Direct, Plan, Improve

Duration: 3 Days **Course Code: ITIL4DPI**

Overview:

This course provides IT leaders, practitioners and support staff with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. It provides practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines. This course includes an exam

Target 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

Objectives:

- Understand the Key Concepts of Direct, Plan & Improve
 - 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 governance, risk and compliance (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
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Prerequisites:

Candidate must hold the ITIL 4 foundation certificate

Testing and Certification

90 minutes, 40 multiple choice questions. Pass mark 28/40 – 70% The exam is included in the course fee.

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Follow-on-Courses:

- ITIL 4: Create, Deliver, Support
 - ITIL 4: Drive Stakeholder Value
 - ITIL 4: High Velocity IT
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Content:

Understand the following key terms:

- o Direction
- o Planning
- o Improvement
- o Operating Model
- o Methods
- o Risks
- o Scope of control
- Understand the differences between the following key concepts:
- o Vision and Mission

- o Strategy, Tactics and Operations
- o Governance, compliance and management
- o Policies, Controls and Guidelines
 - Understand the concepts of Value, Outcomes, Costs ; Risks and their relationships to direction, planning ; improvement
 - Identify the scope of control and within this:
 - o Know how to cascade goals and requirements
 - o Know how to define effective policies, controls and guidelines
 - o Know how to place decision-making authority at the correct level
 - Know how to ensure that controls are sufficient, but not excessive
 - Know how to use the ITIL continual improvement model to improve the service value system or any part of the SVS
 - Know how to identify assessment objectives, outputs, requirements and criteria
 - Know how to select an appropriate assessment method for a particular situation
 - Know how to define and prioritize desired outcomes of an improvement
 - Know how to build, justify and advocate for a business case
 - Know how to conduct:
 - o Improvement reviews
 - o Analysis of lessons learned
 - Know how to embed continual improvement at all levels of the SVS
 - Understand the nature, scope and potential benefits of organizational change management
 - Know how to use the key principles and methods of Communication ; OCM:
 - o Identify and manage different types of stakeholders

- o Effectively communicate with and influence others
- o Establish effective feedback channels
 - Know how to establish effective interfaces across the value chain
 - Know how to define indicators and metrics to support objectives
 - Understand the differences between value streams and practices and how those differences impact direction, planning and improvement
 - Know how to select and use the appropriate methods and techniques to direct, plan and improve value streams and practices.
- o Addressing the 4 dimensions
- o Applying the guiding principles
- o Value stream mapping
- o Optimization of workflow
- o Elimination of waste
- Ensuring ; utilizing feedback

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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