

ITIL® 4 Strategist: Direct, Plan, and Improve

Course Content –

MODULE 1: COURSE INTRODUCTION

- Let's Get to Know Each Other
- Course Overview
- ITIL®
- Course Components
- Course Agenda
- Module-End Exercises
- Exam Details

MODULE 2: CORE CONCEPTS OF DPI

- Basics of Direction
- Basics of Planning
- Basics of Improvement
- Other Core Elements

MODULE 3: DPI THROUGH SERVICE VALUE SYSTEM AND GUIDING PRINCIPLES

- DPI of the SVS
- DPI of Guiding Principles
- Applying Guiding Principles to a New Service Organization

MODULE 4: ROLE OF DIRECTION IN STRATEGY MANAGEMENT

- Introducing Strategy Management
- Developing Effective Strategies
- Planning Strategy and Direction for a Service Organization

MODULE 5: IMPLEMENTATION OF STRATEGIES

- Managing Risks in DPI
- Making Decisions through Portfolio Management
- Developing a Business Case
- Defining Governance Structure and Managing Risks
- 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 VSM

- Introducing VSM
- Developing Value Stream Maps
- Knowing More About VSM
- Developing Value Stream Maps

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 SVS

- Measurements For The Four Dimensions

MODULE 10: OCM PRINCIPLES AND METHODS

- Basics of OCM
- Ocm throughout Dpi and Service Value Chain
- Resistance and Reinforcement

MODULE 11: COMMUNICATION PRINCIPLES AND METHODS

- Basics of Effective Communication
- Communication With Stakeholders
- Understanding the Importance of Communication

MODULE 12: SVS 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
- Developing an SVS Using the Four Dimensions