ITIL® 4 Strategist: Direct, Plan, and Improve

Duration: 24 Hours (3 Days)

Overview

The ITIL® 4 Strategist: Direct, Plan, and Improve course is an integral part of the ITIL 4 framework that focuses on equipping learners with the skills needed to effectively direct, plan, and improve IT and digital services. Through Module 1, participants will gain a solid introduction and recap of ITIL 4, exploring the core concepts of DPI (Direct, Plan, and Improve) and understanding their application through the Service Value System (SVS) and the guiding principles. The course delves deeply into Strategy management, assessment, planning, and the critical role of direction in successfully implementing strategies. Learners will discover how to apply these concepts using Value Stream Mapping (VSM) and how to drive continual improvement through effective measurement and reporting. Organizational Change Management (OCM) principles and methods are also covered, ensuring that participants can support and lead change initiatives within their organizations. Through a mix of theoretical knowledge and practical application, this course helps IT professionals to enhance their strategic thinking and to play a pivotal role in the ongoing improvement of service management practices.

Audience Profile

The ITIL® 4 Strategist: Direct, Plan, and Improve course equips professionals with strategic and planning capabilities in IT service management. Target Audience for the ITIL® 4 Strategist: DPI Course:
- IT Managers and Directors
- ITIL Practitioners and Service Managers
- IT Consultants and Service Providers
- Quality Analysts and Process Owners
- IT Development, Operations, and Service Teams
- Change Managers and Organizational Change Leaders
- Project Managers and Program Coordinators
- Professionals involved in IT Service Management implementation and improvement
- Individuals seeking ITIL Managing Professional (MP) designation

Course Syllabus

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

- PRINIPLES
- 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