APPLIED TECHNOLOGY ACADEMY

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ITIL 4 Strategist: Direct, Plan & Improve Training

ITIL (PeopleCert) Authorized Training · Applied Technology Academy

The Direct, Plan and Improve (DPI) Certification is part of the ITIL 4 Managing Professional and Strategic Leader Track. The course/certification was designed to provide candidates with the practical skills necessary to create IT organizations centered on 'Learning and improving' from a practical and strategic direction.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Intermediate	**3 Days**	**ITIL 4 Foundation + accredited training**	**$96,560**	**No**

Course Overview

When you complete this class you will:

- Understand the scope of what is to be directed and/or planned
- Know how to use key principles and methods of direction
- Be able to plan using key principles and methods
- Know how to define effective policies, controls and guidelines
- Understand the role of risk and risk management in DPI
- Identify how governance impacts DPI
- Know how to ensure controls are sufficient and not excessive
- Understand the nature, scope and potential benefits of organizational change management
- Facilitate key principles and methods of communications and OCM
- Identify and manage all types of stakeholders
- Effectively communicate and influence others
- Create effective feedback channels
- Understand how Lean and Agile methods can be leveraged
- How to successfully apply DPI Concepts in the real world
- How to create a "learning and improving" IT organization
- Be prepared to pass the official ITIL 4 Direct, Plan, and Improve Course

Course Outline

- **Lesson 1: Introduction to Direct, Plan & Improve**
  - ITIL 4 Certification Overview
  - Direct, Plan & Improve Publications

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  - Direct Plan & Improve Learning Outcomes
- **Lesson 2: Direct, Plan & Improve: Key Concepts**
  - Key DPI Concepts
  - Key DPI Terms
  - How Value, Outcomes, Costs and Risks Relate to DPI
  - Measurement and Reporting
- **Lesson 3: Understanding 'Scope' and Applying Direct, Plan & Improve**
  - Strategic Planning
  - Cascading Objectives
  - Policies, Controls and Guidelines
  - Decision Making Authority
- **Lesson 4: The Role of Governance, Risk and Compliance (GRC) and The Service Value System**
  - The Role of Governance, Risk and Compliance
  - How to Integrate Governance, Risk and Compliance into the SVS
  - Risk Management in DPI
  - Governance and DPI
- **Lesson 5: Continual Improvement**
  - Key Principles and Methods
  - Continual Improvement Model
- **Lesson 6: Continual Improvement: Assessment Methods**
  - How to Identify Assessment Criteria
  - Data Collection
  - Selecting Assessment Methods
  - Assessment Methods and Outputs
- **Lesson 7: Continual Improvement: Where do we want to be?**
  - Defining the Next Point
  - Priority and Scope
  - Outcomes
  - Take Action
- **Lesson 8: Continual Improvement: Keeping Up Momentum**
  - Keeping People Engaged
  - Lessons Learned Analysis
  - Measurement and Reporting Practice
- **Lesson 9: Organizational Change Management (OCM) and Communication**
  - Key Principles
  - OCM Purpose and Application

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  - Key Terms, Principles and Scope
- **Lesson 10: Organizational Change Management: Practice Success Factors (PSFs)**
  - Types of PCFs
  - Key Metrics
  - OCM and the SVC
- **Lesson 11: Organizational Change Management: Stakeholders**
  - Identifying and Managing Stakeholders
- **Lesson 12: Organizational Change Management: Communication Principles**
  - Types of Effective Communication
  - Communication Feedback Channels
  - Effective Interfaces
- **Lesson 13: Measurement and Reporting in Direct, Plan & Improve**
  - Key Terms and Definitions
  - Reporting Good Practices
  - Types of Measurement
- **Lesson 14: Measure & Report: Planning and Evaluation Model**
  - Purposed and Objectives of the Planning and Evaluation Model
  - Balanced Scorecard
  - Success Factors and KPIs
- **Lesson 15: Direct, Plan & Improve Value Streams and Practices**
  - Differences Between Value Streams and Practices
  - Value Stream Mapping
  - Measuring the Four Dimensions
  - Workflow
  - Feedback
- **Lesson 16: Value Streams & Practices: Apply Guiding Principles to Direct, Plan & Improve**
  - Applying the 7 Guiding Principles
  - Optimizing and Creating Workflows
  - Efficient Designs and Workflow Metrics
  - Theory of Constraints and Kanban
  - Institutionalizing Change
- **Lesson 17: Summary**

Intended 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

Prerequisites

- Delegates must hold ITIL4 Foundation certification.
- In order to take this exam students must have completed an accredited Direct, Plan and Improve course.

Exam Details:

- The DPI exam is a closed book exam
- Publications are not permitted to be used in the exam
- The exam is 90 minutes in duration
- Students taking the exam in a language that is not their native language are awarded 25% extra time
- There are 40 questions, each worth 1 mark
- You need to get 28 questions correct (70%) to pass the exam
- The questions are all multiple choice

Follow-On Courses

- ITIL 4 Specialist: High Velocity IT
- ITIL 4 Specialist: Create, Deliver & Support

Ready to enroll? Call 800.674.3550 or email Info@AppliedTechAc.com — private team cohorts, GSA MAS purchasing, military credentialing funding, VA GI Bill and VR&E and student financing available.