

ITIL 4 Strategist: Direct, Plan and Improve



Days: 3

Audience: This course is for managers at all levels who are involved in shaping direction and strategy or in developing a continually improving team.

Description: This course is a key component of both the ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams. It is aimed at managers at all levels who are involved in shaping direction and strategy, or in developing a continually improving team. It provides individuals with the practical skills necessary to create a 'learning and improving' IT organization with strong, effective strategic direction.

The course covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage. It will provide practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility.

Students will also receive an exam voucher with this course. The exam is a total of 40 multiple-choice questions, and you will have 90 minutes to complete it. You must get at least 28 questions correct to pass. The exam is administered by PeopleCert and can be scheduled for any date after the course is completed. Students will also attain 18 professional development units (PDUs) for Project Managers.

OUTLINE:

KEY CONCEPTS OF DPI

- Where does DPI start?
- How does DPI get it done?
- Where does DPI end?
- What do direction, planning, improvement do?
- How is value related to risk, costs, and outcomes?

UNDERSTANDING 'SCOPE' & APPLYING DPI

- Strategic planning and scope
- Effective policies, controls, and guidelines
- Decision-making authority

THE ROLE OF GOVERNANCE, RISK, AND COMPLIANCE (GRC) AND THE SERVICE VALUE SYSTEM

- Risk management, Governance and DPI
- Compliance

CONTINUAL IMPROVEMENT

- Continual improvement – the basics and in-depth
- Continual improvement model

ORGANIZATIONAL CHANGE MANAGEMENT (OCM) AND COMMUNICATION

- What is OCM? What can we expect from OCM activities?
- Communication principles
- Stakeholder management

MEASUREMENT AND REPORTING IN DPI

- Purpose and key terms of measurement and reporting
- Types of measurements
- Planning and evaluation model
- Success factors and KPIs

DPI VALUES STREAMS AND PRACTICES

- Value streams and practices: relationships and differences
- Value stream mapping
- Optimizing workflow
- Institutionalizing change