

## ITIL® 4 Strategist: Direct, Plan and Improve («ITDPI»)

In this course, you will learn how to create a learning and constantly optimizing IT organization with a strong and effective strategic orientation.

**Duration:** 3 days

**Price:** 3'600.–

**Course documents:** Official courseware (English) & official Axelos book (digital) incl. exam voucher

### Content

The module Direct, Plan and Improve is an indispensable tool for aligning service management with modern business requirements, driving transformation and creating a culture of continuous improvement. It discusses concepts, principles, methods and techniques that can be used for realignment, planning and optimization (also in terms of people management and development). Last but not least, it is about adopting the ITIL® principles and an effective approach to continuous improvement and developing a corresponding service mentality.

1. Key Concepts of «Direct, Plan and Improve»
  - Key terms and concepts
  - Differences
  - Concepts of values, results, costs and risks
2. Main Principles and Methods
  - Cascading of goals and requirements
  - Guidelines, control means and instructions
  - Decision-making powers
3. Continuous Improvement
  - Benefits of the ITIL model
  - Identification of evaluation objectives, results, requirements and criteria
  - Define and prioritize
  - Building, justifying and representing a business case
  - Improvement reviews and analysis of «lessons learned»
  - Embedding continuous improvement at all levels of the Service Value System SVS
4. Organizational Change Management (OCM)
  - Scope and potential benefits
  - Main principles and methods
  - Interfaces
5. Measurement and Reporting
6. Direct, Plan and Improve Value Streams and Practices
  - Differences between value streams and practices
  - Appropriate methods and techniques

The course contents/learning goals are based on the official syllabus of Axelos.

### Key Learnings

- Applying «manage, plan and improve»
- Recognising the role of Governance, Risk and Compliance (GRC) and integrating its principles into the Services value system
- Understanding the key principles of continuous improvement
- Carrying out measurements and reporting in relation to planning and improvement
- Planning, managing and improving value streams and processes

The seminar requires at least 20 hours of additional time outside the classroom.

The course consists of a three-day interactive course consisting of presentation and group exercises. Please keep the evenings free for repetitions and/or smaller homework. The preparation and processing of the homework will contribute significantly to the success of the exam.

## Target audience

This module is aimed at all those who are involved in the development and optimization of organizations at a practical and strategic level. That is, to IT professionals who want to learn about service improvement opportunities because their organization is already using ITIL® and to managers at all levels who are working on alignment and strategizing or developing a continuously improving team. Specifically, these are:

- IT Manager
- Head of IT
- Strategy Manager
- Information Manager
- Portfolio Manager
- Managing Director
- Consultant
- GRC Manager (Assurance Manager)
- Agile Coaches

## Requirements

The «ITIL® 4 Foundation certificate» is a prerequisite for the course. The «ITIL® Foundation 2011» certificate is not sufficient. If you are not yet in possession of this certificate, please attend the following course:

- [ITIL® 4 Foundation compact course \(«IT4»\)](#)

## Certification

You can book the exam in English or German. The courseware is in English and the official literature is in either English or German. In general, we recommend that you take the exam in the language of the official literature. When you register for the exam, you can choose the language of the exam and the language of the eBook.

You will receive a voucher for the online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera.

For more information about the exam, please visit the PeopleCert website [here](#).

**Format:** 40 multiple-choice exam questions, duration: 1.5 hours, pass rate: 70%, closed book

### «Take2» option:

This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert candidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

The «ITIL® 4 Specialist: Direct, Plan and Improve» certification is one of the prerequisites for becoming an ITIL® 4 Managing Professional, providing candidates with practical and technical knowledge on how to run successful, modern, IT-enabled services, teams and workflows. 

Under [this link](#) you will find more information about the complaint management of our certification partner and your rights.

## Additional information

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

## Further courses

- [ITIL® 4 Leader: Digital and IT Strategy \(«DITS»\)](#)

## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-project-management/itil/course-itil-4-strategist-direct-plan-and-improve](http://www.digicomp.ch/courses-service-project-management/itil/course-itil-4-strategist-direct-plan-and-improve)