ITIL® 4 Strategist – Direct, Plan and Improve

Description

This course provides attendees with practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. It covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage. It provides participants with a practical and strategic method for planning and delivering continual improvement with necessary agility. It covers both practical and strategic elements.

Course Content

Module 1: Understand the key concepts for Direct, Plan and Improve

- Lesson 1: Some definitions
- Lesson 2: Understand differences between some concepts
- Lesson 3: Understand concepts of Value, Outcomes, Costs and Risks and their relationships

Module 2: Understand the scope of what is to be directed and/or planned, including key principles and methods
- Lesson 1: Identify scope of control

Module 3: Understand role of GRC and how to integrate principles and methods into the Service Value System (SVS)
- Lesson 1: Understand role of risk and risk management
- Lesson 2: Understand how governance impacts DPI
- Lesson 3: How to ensure that controls are sufficient, but not excessive

Module 4: Understand and know how to use key principles and methods od continual improvement for all types of improvements
- Lesson 1: Use ITIL® continual model to improve the Servive Value System (SVS) or any part of it
- Lesson 2: Identify assessment objectives, outputs, requirements and criteria
- Lesson 3: Select an appropriate assessment method for a particular situation
- Lesson 4: Define and prioritize desired outcomes of an improvement
- Lesson 5: Build, justify and advocate a business case
- Lesson 6: Conduct improvement reviews and analyse lessons learned
- Lesson 7: Embed continual improvement at all levels of the SVS

Module 5: Understand and know how use key principles and methods of Communication and Organizational Change Management in DPI
- Lesson 1: Understand nature, scope and potential benefits of organizational change management (OCM)
- Lesson 2: Use key principles and methods of communication and OCM
- Lesson 3: Establish effective interfaces across the value chain

Module 6: Understand and know how use key principles and methods of measurement and reporting in DPI
- Lesson 1: Define indicators and metrics to support objectives

Module 7: Understand and know how to DPI vaéue streams and practices
- Lesson 1: Understand differences between value streams and practices and how it impacts DPI
- Lesson 2: Select and use appropriate methods and techniques to DPI value streams and practices

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

Documentation

- Accredited courseware
- Official "ITIL® 4 Strategist - Direct, Plan and Improve" Axelos publication

Exam

This training prepares to the exam: ITIL® 4 Strategist - Direct, Plan and Improve This accredited course is mandatory to enable full understanding of the core material

Participant profiles

- 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
- Existing ITIL® qualification holders wishing to develop their knowledge

Prerequisites

- To be ITIL® v4 Foundation certified

Objectives

- Use practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction
- Use practical and strategic method for planning and delivering continual improvement with the necessary agility

Niveau
Intermédiaire
Classroom Registration Price (CHF)
2950
Virtual Classroom Registration Price (CHF)
2800
Duration (in Days)
3
Reference
ITIL4-05