

ITIL® 4 Strategist – Direct, Plan and Improve

Description

The ITIL® 4 Strategist – Direct, Plan and Improve training helps professionals master the essential strategic skills required to drive IT performance. This course highlights agile and lean methods and shows how to integrate them into a continuous improvement approach. Participants discover practical techniques to strengthen governance and define a clear vision, while remaining flexible in the face of change.

A strategic training to grow with ITIL® 4

With ITIL® 4 Strategist – Direct, Plan and Improve, professionals gain modern tools to align IT objectives with business strategy. They learn how to integrate risk management, structure governance, and leverage performance indicators. This training is therefore a key step for anyone aiming to improve the quality of IT services and enhance their value within the organization.

Course Content

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

- Key definitions
- Understand the differences between certain concepts
- Understand the concepts of value, outcomes, costs, and risks and their relationships

Module 2: Understand the scope of what must be directed and planned

- Identify the extent of control

Module 3: Understand the role of governance, risk, and compliance (GRC) and its integration into the SVS

- Understand the role of risk and risk management
- Understand the impact of governance on DPI
- Ensure controls are sufficient but not excessive

Module 4: Apply the key principles and methods of continual improvement

- Use the ITIL® continual improvement model to enhance the SVS or part of it
- Identify objectives, outcomes, requirements, and evaluation criteria
- Select an appropriate evaluation method for a specific situation
- Define and prioritize desired outcomes of an improvement
- Build, justify, and defend a business case
- Conduct improvement reviews and analyze lessons learned
- Integrate continual improvement at all levels of the SVS

Module 5: Communication and organizational change management

- Understand the nature, scope, and potential benefits of organizational change management (OCM)
- Apply key communication and OCM principles and methods
- Establish effective interfaces within the value chain

Module 6: Measurement and reporting in DPI

- Define indicators and metrics to support objectives

Module 7: Create DPI value streams and practices

- Understand the differences between value streams and practices and their impact on DPI
- Select and apply appropriate methods and techniques for DPI value streams and practices

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Lab / Exercises

- This course includes hands-on exercises designed to reinforce your knowledge and apply your skills in real-world professional scenarios.

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

- IT service managers
- IT governance leaders
- Managers of technical and operational teams
- IT project managers and continuous improvement leaders
- ITIL® certified professionals aiming for a strategic role

Prerequisites

- To be [ITIL® v4 Foundation](#) certified

Objectives

- Understand the key concepts of planning and improvement
- Identify the scope of control and responsibilities
- Integrate risk management and governance within the SVS
- Apply continuous improvement principles to IT services
- Implement communication and organizational change management
- Define and use relevant performance indicators
- Design and optimize value streams and DPI practices

Description

ITIL® 4 Strategist Training - Direct, Plan and Improve

Niveau

Intermédiaire

Classroom Registration Price (CHF)

2950

Virtual Classroom Registration Price (CHF)

2800

Duration (in Days)

3

Reference

ITIL4-05