



303.359.3874

www.auslyngroup.com

ITIL® 4 Strategist: Direct, Plan and Improve

Course Information

Certification: ITIL® 4 Strategist: Direct, Plan and Improve

Duration: 4 Days

Delivery Method: Classroom/Virtual Classroom

Accreditor: PeopleCert on behalf of AXELOS

Available Languages: English

Course Description:

The ITIL® 4 Strategist: Direct, Plan, and Improve course is based on the ITIL® 4 Strategist Direct, Plan, and Improve candidate syllabus from AXELOS. The course provides the practical skills necessary to create a “learning and improving” IT organization, with a strong and effective strategic direction. With the help of ITIL® 4 concepts and terminology, activities, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® Strategist: Direct, Plan, and Improve certification exam.

The ITIL® 4 Strategist: Direct, Plan, and Improve course is designed to provide practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility. It is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements. Therefore, it is the universal module that will be a key component of both ITIL® 4 Managing Professional and ITIL® 4 Strategic Leader streams.

Audience:

The ITIL® 4 Strategist: Direct, Plan and Improve course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL® 4. This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Anyone working in a DevOps team

Learning Objectives:

At the end of this course, participants will be able to:

- Understand the key concepts of direction, planning, improvement.
- Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context.
- Understand the role of GRC and know how to integrate the principles and methods into the service value system.
- Understand and know how to use the key principles and methods of continual improvement for all types of improvements.
- Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction, planning and improvement.
- Understand and know how to use the key principles and methods of measurement and reporting in direction, planning, and improvement.
- Understand and know how to direct, plan, and improve value streams and practices.

Prerequisites:

Required: ITIL® 4 Foundation Certificate

Course Materials:

The ITIL® 4 Strategist: Direct, Plan and Improve course includes the following course components:

- For Participants
 - Course Book (eBook or printed)
 - Pre-course reading (eBook)
 - Post-course reading (eBook)
 - Sample Questions
 - Templates for Exercises

Course Agenda:

Day1	Day2	Day3	Day4
Module 1 - Course Introduction and Quick Recap Pre-Course Reading	Module 5 - Implementation of Strategies	Module 9 -Measurement and CI through Dimensions and SVS	Module 12 - SVS Development Using the Four Dimensions
Module 2 - Core Concepts of DPI	Module 6 - Introduction to Assessment and Planning	Module 10 - OCM Principle and Methods	Mock Exam
Module 3 - DPI through Service Value System and Guiding Principles	Module 7 - Assessment and Planning through VSM	Module 11 - Communication Principles and Methods	Final Exam (Optional)
Module 4 - Role of Direction in Strategy Management	Module 8 - Measurement, Reporting, and CI		

Course Outline:

Module 1: Course Introduction

- Let's Get to Know Each Other
- Course Overview
- ITIL® 4 Certification Scheme
- Course Learning Objectives
- Course Components
- Course Agenda
- Module-End Exercises
- Exam Details

Module 2: Core Concepts of DPI

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of Direction
- Basics of Planning
- Basics of Improvement
- Other Core Elements

Module 3: DPI through Service Value Chain and Guiding Principles

- Key Terms Covered in the Module

- Module Learning Objectives
- DPI of the SVS
- DPI of Guiding Principles

Module 4: Role of Direction in Strategy Management

- Key Terms Covered in the Module
- Introducing Strategy Management
- Developing Effective Strategies

Module 5: Implementation of Strategies

- Key Terms Covered in the Module
- Module Learning Objectives
- Managing Risks
- Making Decisions through Portfolio Management
- Directing via Governance, Risk, and Compliance (GRC)

Module 6: Introduction to Assessment and Planning

- Key Terms Covered in the Module
- Module Learning Objectives
- Core Concepts of Assessment
- Conducting Effective Assessments
- Core Concepts of Planning

Module 7: Assessment and Planning through VSM

- Key Terms Covered in the Module
- Module Learning Objectives
- Introducing VSM
- Developing Value Stream Maps
- Knowing More About VSM

Module 8: Measurement, Reporting, and Continual Improvement

- Key Terms Covered in the Module
- Module Learning Objectives
- Measurement and Reporting
- Alignment of Measurements and Metrics
- Success Factors and Key Performance Indicators
- Continual Improvement

Module 9: Measurements and Continual Improvement through Dimensions and SVS

- Key Terms Covered in the Module
- Module Learning Objectives
- Measurements for the Four Dimensions
- Continual Improvement of the Service Value Chain and Practices

Module 10: OCM Principles and Methods

- Key Terms Covered in the Module

- Module Learning Objectives
- Basics of OCM
- OCM throughout DPI and Service Value Chain
- Resistance and Reinforcement

Module 11: Communication Principles and Methods

- Key Terms Covered in the Module
- Module Learning Objectives
- Basics of Effective Communication
- Communication with Stakeholders

Module 12: SVS Development Using Four Dimensions

- Key Terms Covered in the Module
- Module Learning Objectives
- Organizations and People in the SVS
- Partners and Suppliers in the SVS
- Value Streams and Processes in the SVS
- Information and Technology in the SVS

Exam Information

Exam Facts

Delivery	Online (Web based) or paper based
Format	Closed book
Proctoring	Live or Web-proctored
Duration	90 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
# of questions	40, simple multiple choice (1 mark per question)
Pass Grade	70% (28 marks out of 40)

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