PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Strategist: Direct, Plan & Improve (DPI) Online	
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Strategist Direct, Plan & Improve Certificate	

Course Syllabus

Our ITIL® 4 Strategist: Direct, Plan & Improve (DPI) online training package comes with 180 days access to the online training portal. It will take you around 18 hours of studying to complete the training content.

The ITIL® 4 Strategist: Direct, Plan & Improve (DPI) module provides guidance on embedding continual improvement into the organisational culture. Direct, Plan and Improve helps with planning work, improving products, and managing change. The lessons will cover the following topics:

- Understand the key concepts of direct, plan and improve.
- 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 Governance, Risk, and Compliance (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 organisational 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.

Course Overview

Our ITIL® 4 Strategist: Direct, Plan & Improve (DPI) online training package will provide you with the practical skills necessary to create a learning and improving IT organisation, 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 organisation's advantage. It will provide ITIL® Practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility.

Course Learning Outcomes

The basic skillsets in the ITIL® 4 Strategist: Direct, Plan & Improve (DPI) module are critical to gain alignment between strategy and operational execution. Following the ITIL® 4 guiding principle, Focus on value, helps people to agree on what the most important things for the organisation are, both internally and externally – to co-create value for customers and other stakeholders.

It is a key component in both the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) streams, which assesses your ability to build and implement an effective IT and digital strategy that can tackle digital disruption and drive success.

Audience

Our ITIL® 4 Strategist Direct, Plan & Improve (DPI) online training package is suitable for:

- Continuous Improvement Manager
- Change Manager
- Capacity Manager
- IT Operations Manager
- Cloud Architect
- Enterprise Architect
- Service Portfolio Manager
- Service Designer
- Risk Manager
- Information Security
- Compliance Manager
- Cloud Systems Engineer

Entry-Level Requirements

You must hold the ITIL® 4 Foundation certificate as a prerequisite, so we advise that you purchase access to our ITIL® 4 Foundation online training package.

Recommended Reading

It is recommended that you revise your ITIL® 4 Foundation level materials as it will help to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Our ITIL® 4 Strategist: Direct, Plan & Improve (DPI) online training package includes the following:

- Learning modules with interactive lessons.
- High quality videos for each lesson.
- Exam simulations with feedback.
- Exercises, tasks and games to consolidate your learning.
- ITIL® 4 Strategist: Direct, Plan & Improve (DPI) exam voucher.

Exam Information

ITIL® 4 Strategist: Direct, Plan & Improve (DPI) Examination:

The ITIL® 4 Strategist: Direct, Plan & Improve (DPI) examination will comprise of:

- Duration 90 minutes, closed book
- Number Of Questions: 40
- Marks: Each question is worth 1 mark. There are 40 marks available. There is no negative marking.

- Pass Mark: is 70% or higher – 28/40 marks or above

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

In order to reach ITIL® 4 Managing Professional (MP) status, you must complete the following modules:

- ITIL® 4 Specialist Create, Deliver & Support (CDS) Online
- ITIL® 4 Specialist Drive Stakeholder Value (DSV) Online
- ITIL® 4 Specialist High Velocity IT (HVIT) Online
- ITIL® 4 Strategist Direct, Plan & Improve (DPI) Online

Additional Information

Our ITIL® 4 Strategist: Direct, Plan & Improve (DPI) training package 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.