PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Strategist: Direct, Plan & Improve (DPI)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Strategist Direct, Plan & Improve (DPI) Certificate	

Course Syllabus

Our ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course will cover the following topics:

1. Understand the key concepts of direct, plan & improve

1.1 Understand the following key terms:

- Direction
- Planning
- Improvement
- Operating model
- Methods
- Risks
- Scope of control

1.2 Understand the differences between the following key concepts:

- Vision and mission
- Strategy, tactics and operations
- Governance, compliance and management
- Policies, controls and guidelines

1.3 Understand the concepts of value, outcomes, costs & risks and their relationships to direction, planning and improvement

2. 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

2.1 Identify the scope of control and within this:

- Know how to cascade objectives and requirements
- Know how to define effective policies, controls and guidelines
- Know how to place decision-making authority at the correct level

3. Understand the role of Governance, Risk and Compliance (GRC) and know how to integrate the principles and methods into the service value system

3.1 Understand the role of risk and risk management in DPI

3.2 Understand how governance impacts DPI

3.3 Know how to ensure that controls are sufficient, but not excessive

4. Understand and know how to use the key principles and methods of continual improvement for all types of improvements

4.1 Know how to use the ITIL® continual improvement model to improve the service value system or any part of the SVS

4.2 Know how to identify assessment objectives, outputs, requirements and criteria

4.3 Know how to select an appropriate assessment method for a particular situation

4.4 Know how to define and prioritise desired outcomes of an improvement

4.5 Know how to build, justify and advocate for a business case

4.6 Know how to conduct:

- Improvement reviews
- Analysis of lessons learned

4.7 Know how to embed continual improvement at all levels of the SVS

5. Understand and know how to use the key principles and methods of communication and organisational change management to direction, planning and improvement

5.1 Understand the nature, scope and potential benefits of organisational change management

5.2 Know how to use the key principles and methods of Communication & OCM:

- Identify and manage different types of stakeholders
- Effectively communicate with and influence others
- Establish effective feedback channels

5.3 Know how to establish effective interfaces across the value chain

6. Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement

6.1 Know how to define indicators and metrics to support objectives

7. Understand and know how to direct, plan and improve value streams and practices

7.1 Understand the differences between value streams and practices and how those differences impact direction, planning and improvement

7.2 Know how to select and use the appropriate methods and techniques to direct, plan and improve value streams and practices.

- Addressing the 4 dimensions
- Applying the guiding principles
- Value stream mapping
- Optimisation of workflow
- Elimination of waste
- Ensuring & utilising feedback

Course Overview

Our three-day ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course will provide you with the practical skills necessary to create a learning and improving IT organisation, with a strong and effective strategic direction.

Our ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course 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

Our ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course provide ITIL® Practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

The ITIL® 4 Strategist Direct, Plan & Improve (DPI) certificate is a a key component in both the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) designations.

Audience

Our ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course 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

The ITIL® 4 Foundation certificate is the prerequisite for our ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course.

Recommended Reading

There is no recommended reading associated with our ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course.

What's Included

Our ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course includes the following materials

- Pre-reading

- A Full ITIL® 4 DPI Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Mock-Examination
- Exercises
- 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

After our ITIL® 4 Strategist Direct, Plan & Improve (DPI) training course, you should consider taking the other ITIL® 4 modules:

- ITIL® 4 Specialist Create, Deliver & Support (CDS)
- ITIL® 4 Specialist Drive Stakeholder Value (DSV)
- ITIL® 4 Specialist High Velocity IT (HVIT)
- ITIL® 4 Leader Digital & IT Strategy (DITS)

- ITIL® 4 Managing Professional (MP)
- ITIL® 4 Strategic Leader (SL)
- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)
- ITIL® 4 Specialist Business Relationship Management (BRM)
- ITIL® 4 Specialist IT Asset Management (ITAM)

Additional Information

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