



ITIL® 4 STRATEGIST: DIRECT, PLAN AND IMPROVE (DPI)

BRINGING DIGITAL AND I.T. STRATEGIES TO LIFE

ITIL 4 STRATEGIST: DIRECT, PLAN AND IMPROVE (DPI)

The ITIL 4 Strategist: Direct, Plan and Improve course is for anyone who needs to align their team's objectives to the organizational strategy. It also provides guidance on embedding continual improvement into the organizational culture. Direct, Plan and Improve helps with planning work, improving products, and managing change.

This course is for IT and digital managers of all levels involved in aligning work to organizational strategy or developing and continually improving teams or services. DPI will help anyone involved in planning work, improving products, and managing organizational change, and those responsible with interfacing with governance, risk and compliance.



ITL203
COURSE CODE



3 Days
COURSE DURATION



English | Arabic
COURSE LANGUAGE

Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- Understand the key concepts of Direct, Plan & 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 GRC and know how to integrate the principles and methods into the SVS
- 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

Qualification Overview

Duration	3 days	18 training hours	Timing Flexible
Audience	<ul style="list-style-type: none"> • Individuals continuing 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 update their knowledge. 		
Certification	ITIL 4 Strategist: Direct, Plan and Improve (DPI)		
Exam Structure	40 Multiple Choice Questions	90 minutes	Pass Score 28/40 or 70%
Pre-requisites	<ul style="list-style-type: none"> • ITIL® Foundation Certificate in IT Service Management OR ITIL® 4 Managing Professional Transition Certificate • Training through an Accredited Training Organisation 		

Program Outline

ITILDPI01	Course Overview
ITILDPI02	Core Concepts of DPI
ITILDPI03	DPI through Service Value Chain and Guiding Principles
ITILDPI04	Role of Direction in Strategy Management
ITILDPI05	Implementation of Strategies
ITILDPI06	Introduction to Assessment and Planning
ITILDPI07	Assessment and Planning through VSM
ITILDPI08	Measurement, Reporting, and Continual Improvement
ITILDPI09	Measurements and Continual Improvement through Dimensions and SVS
ITILDPI10	OCM Principles and Methods
ITILDPI11	Communication Principles and Methods
ITILDPI12	SVS Development Using Four Dimensions

Note: Exam vouchers and the ITIL 4 Core Book are included in the course fees.

Relevant Programs



Contact Us

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