Training: ITIL®
ITIL® 4 Strategist: Direct, Plan and Improve (DPI)

PeopleCert

TRAINING GOALS:

Advance your career in IT service management with the ITIL® Official course, crafted by the creators of ITIL®: **course and exam voucher, all in one bundle!**

Enhance your skills in shaping direction, strategy and developing a continually improving team.

The ITIL® 4 Strategist: Direct, Plan and Improve (DPI) qualification is intended to provide the candidate with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Furthermore, provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

The ITIL® 4 Strategist: Direct, Plan and Improve (DPI) examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 Direct, Plan and Improve publication to establish a learning and improving IT organization. The ITIL® 4 Direct, Plan and Improve qualification is one of the pre-requisites for the designation of ITIL® 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful IT-enabled services, teams and workflows. It is also a pre-requisite for the designation of ITIL® 4 Strategic Leader, which assesses the candidate's ability to build and implement an effective IT and digital strategy that can tackle digital disruption and drive success.

The target audience for this qualification is:

- Individuals, who are continuing their journey in service management
- ITSM managers
- ITSM practitioners managing the operation of IT-enabled, digital products and services
- Holders of existing ITIL® qualifications who wish to update and develop their knowledge further

CONSPECT:

- Introduction
  - Why direction, planning, and improvement matter
  - Direction
  - Planning
  - Improvement
  - The role of measurement and reporting

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- Direction, planning, and improvement of the ITIL SVS
- Applying the guiding principles
- Value, outcomes, costs, and risks in direct, plan, and improve
- Direction, planning, and improvement for everyone

- Strategy and direction
  - Strategy management
  - Defining the structures and methods used to direct behaviours and make decisions
  - The role of risk management in direction, planning, and improvement
  - Portfolio management: a key decision-making practice
  - Direction via governance, risk, and compliance
- Assessment and planning
  - Basics of assessment
  - Basics of planning
  - Introduction to value stream mapping
- Measurement and reporting
  - Basics of measurement and reporting
  - Types of measurements
  - Measurement and the four dimensions
  - Measurement of products and services
- Continual improvement
  - Creating a continual improvement culture
  - Continual improvement of the service value chain and practices
  - Continual improvement in organizations
  - The continual improvement model
  - Using measurement and reporting in continual improvement
- Communication and organizational change management
  - Basics of effective communication
  - Identifying and communicating with stakeholders
  - Basics of OCM
- Developing a service value system
  - Adopting the guiding principles
  - Centre of excellence for service management
  - The four dimensions of service management in the SVS
- Bringing it together
  - Modern leadership
  - Using the guiding principles for direction, planning, and improvement

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- Conclusion

REQUIREMENTS:

This course is a management level course intended only for individuals who have obtained their ITIL® 4 Foundation certificate.

Difficulty level



CERTIFICATE:

Each participant receives a confirmation of completion an accredited training.

Each participant of the ITIL® 4 Strategist: Direct, Plan and Improve (DPI) training receives a voucher for an on-line exam. After passing the exam, the participant also receives the international ITIL® 4 Strategist: Direct, Plan and Improve (DPI) certificate.

Exam information:

- Material allowed: None

This is a ‘closed book’ exam. The ITIL® 4: Direct, Plan and Improve publication and the ITIL® Practices Guidance documentation should be used for study, but is NOT permitted to be used in the exam.

- Exam duration: 90 minutes

Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.

- Number of marks: 40 marks

There are 40 questions, each worth 1 mark. There is no negative marking.

- Pass mark: 28 marks

You will need to get 28 questions correct (70%) to pass the exam.

- Level of thinking: Bloom’s levels 2 & 3

“Bloom’s level” describes the type of thinking needed to answer the question. For Bloom’s 2 questions, you need to show understanding of the concepts, methods and principles of DPI. For Bloom’s 3 questions, you need to demonstrate application of these concepts, methods and principles of DPI, as well as information from the related practices.

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- Question types: Standard classic, Negative, & List

The questions are all ‘multiple choice’.

For the ‘standard classic’ questions, you have a question and four answer options.

‘Negative’ questions are ‘standard’ question in which the stem is negatively worded.

For the ‘list’ questions, there is a list of four statements and you have to select two correct statements from the list.

TRAINER:

Authorized PeopleCert Trainer

ADDITIONAL INFORMATION:

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