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

Hands-on course of 3 days - 21h
Ref.: ITN - Price 2024: CHF2 350 (excl. taxes)

EDUCATIONAL OBJECTIVES
At the end of the training, the trainee will be able to:

Understand the key concepts: Direct, plan, and improve

Learn the role of governance, risk, and compliance (GRC)

Master the key principles and steps of continuous improvement

Take steps and generate reports

Prepare for the ITIL® 4 DPI exam and take it

TEACHING METHODS

This course involves active, participatory learning. ITIL® concepts are explained, illustrated through feedback, and enhanced with group discussions.

CERTIFICATION
The certification exam is given in French. Training delivered in French.

THE PROGRAMME

last updated: 06/2022

1) Key concepts in ITIL® 4
- Main terms (direct, plan, improve, risk, etc.).
- Differences between main concepts (vision/mission, etc.).
- Relationships between the main concepts and DPI (Direct, Plan, and Improve).

2) Direct and plan
- Cascade goals and requirements.
- Define effective policies, controls, and guidelines.
- Place decision-making authority at the correct level.

3) Governance and risk
- The role of governance, risk, and compliance (GRC).
- Risk and risk management in DPI.
- Impact of governance on DPI.
- Sufficient, non-excessive controls.

4) Continuous improvement methods
- The ITIL® continuous improvement model and SVS (Service Value System).
- Methods and techniques for continuous improvement.

5) Organizational change management (OCM) methods.
- Identifying and managing stakeholders.
- Establishing effective communication channels.
- Developing effective interfaces across the value chain.

6) Methods of measurement and reporting
- Defining indicators and measurements to support goals.
- Types of measurement.
- Key performance indicators (KPI).
- Balanced scorecard.

7) Direct, plan, and improve (DPI)

- Direct, plan, and improve value streams and practices.
- Differences between value streams and practices.
- Their impacts on DPI.
- Methods and techniques for value streams and DPI practices.

8) Preparing for and taking the ITIL® 4 DPI exam

- Questions/answers between participant and trainer.
- Mock exam and group correction. Tips for the exam.
- Review of the ITIL® 4 DPI program.

Exam : The exam is multiple-choice: 40 questions in 90 minutes (113 minutes if English is not the candidate's native language) If at least 70% of the answers are correct (28 right answers), the exam is passed.

DATES

REMOTE CLASS
2025 : 12 Mar, 11 Jun, 17 Sep, 17 Dec