ITIL® 4 Direct, Plan and Improve eLearning Course

Certificate: ITIL® 4 Direct, Plan and Improve eLearning Course
Course ID: ITIL 8092
Duration: 24 hours online self-paced
Language: English
Delivery: Online self-paced eLearning
Exam: ITIL 4 DP&I exam voucher included

Course Description:
The ITIL® 4 Strategist: Direct, Plan, and Improve course is based on the ITIL® 4 Strategist Direct, Plan, and Improve candidate syllabus from AXELOS. The course provides the practical skills necessary to create a "learning and improving" IT organization, with a strong and effective strategic direction. With the help of ITIL® 4 concepts and terminology, activities, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® Strategist: Direct, Plan, and Improve certification exam.

Designed to provide practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility, the ITIL® 4 Strategist: Direct, Plan, and Improve 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. Therefore, it is the universal module that will be a key component of both ITIL® 4 Managing Professional and ITIL® 4 Strategic Leader streams.

Audience:
The ITIL® 4 Strategist: Direct, Plan and Improve course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL® 4. This course and the related certification can be beneficial for the following roles:

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Anyone working in a DevOps team

Learning Objectives:
At the end of this course, participants will be able to:

- Understand the key concepts of direction, planning, improvement.
- 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 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 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

Prerequisites:
In order to take the ITIL® 4 Direct, Plan and Improve course and exam, a candidate must have passed the ITIL® 4 Foundation examination.

Course Material:
The following contents are included with your eLearning course:

- Self-Study Course e-book
- Video Lessons
- Practice Questions
- Pre-course Reading
- Post-course Reading
- Quick Reference Cards
- Exam Voucher

About the Examination:
- The exam is conducted online with PeopleCert, the official ITIL exam institute.
- A voucher to apply for, schedule and take the exam is included at no extra charge with the class.
- A suitable PC/laptop must be used by the student to take the online web-based exam, with a high-speed internet connection. A live web-proctor is assigned to supervise the taking of the exam.
- The exam is a closed book, forty (40) multiple choice questions. The pass score is 70% (28 correct out of 40 questions). The exam lasts 90 minutes.

Course Outline:

1. Course Introduction
2. Core Concepts of DPI
3. DPI through the Service Value Chain and Guiding Principles
4. Role of Direction in Strategy Management
5. Implementation of Strategies

6. Introduction to Assessment and Planning
7. Assessment and Planning through Value Stream Mapping
8. Measurement, Reporting and Continual Improvement
9. Measurement and Continual Improvement through the 4 Dimensions and the SVS
10. Organizational Change Management Principles and Methods
11. Communication Methods and Principles
12. SVS Development Using the Four Dimensions
13. Direct, Plan and Improvement – Additional Documents

Ordering and Delivery Information:

The ITIL 4 Direct, Plan and Improve eLearning course may be conveniently ordered online through our web site, or for a special quote, by emailing service@optionalconnections.com. All major credit/debit cards are accepted for payment, and processing occurs though our secure PayPal merchant account.

When ordering through our website, please specify:
- Description: ITIL 4 Direct, Plan and Improve eLearning Course
- Code: ITIL 8092
- Number of eLearning courses required (1 per student)
- Enter your complete contact information, including name, address, email address and phone number (in case we need to contact you by phone).
- After you purchase the course you will receive a course Login ID and Password via email, so you can redeem your voucher, download your eLearning material, and start your course right away.

Optimal Connections Accreditation Status

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