

Curso ITIL4DPI - ITIL 4 Strategist: Direct, Plan and Improve with Exam

24,00 Horas

Introdução

Direct, Plan and Improve identifies the core competencies that leaders and operational employees should cultivate and apply throughout their service management careers. It teaches ideas and methods that can be used by leaders and individual contributors.

The ITIL 4 Direct, Plan and Improve (DPI) course provides 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.

Público-alvo

The target audience for this qualification is:

- individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery
- existing ITIL qualification holders wishing to develop their knowledge.

Quando completar o curso

This course prepares students for the ITIL 4 Direct, Plan & Improve exam. After participating in this course, a 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 prerequisites 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 purpose of the ITIL 4 Direct, Plan & Improve Qualification is:

- to understand the key concepts of Direct, Plan and Improve
- to understand the scope of what is to be directed/planned and how to use key principles and methods of direction & planning in that context
- to understand the role of governance, risk, and compliance (GRC) and how to integrate the principles and methods into service value system (SVS)

- to understand and know how to use the key principles and methods of continual improvement for all types of improvements
- to understand and know how to use the key principles and methods of communication and organizational change management to direction, planning and improvement
- to understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement
- to understand and know how to direct, plan and improve value streams and practices

Credits

Upon successfully achieving the ITIL Foundation certificate, student registered with PMI will be recognized with 21 Professional Development Units (PDU'S).

Pré-requisitos

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

Exames

The exam is closed book with forty (40) multiple choice questions. The pass score is 70% (28 out of 40 questions). The exam lasts 90 minutes. The exam can be taken Online.

Certificate • ITIL® 4 Managing Professional Direct, Plan and Improve (DPI)

Conteúdo em detalhe

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL 4. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 DPI test.

MODULE 1

- Introduction

MODULE 2

- Key Terms
- Key Concepts

MODULE 3

- Scope of Control
- Role of Governance

MODULE 4

- Continual Improvement
- Assessment Objectives and Methods
- Build and Justify Business Case

MODULE 5

- Organizational Change
- Key Principles of Communication

MODULE 6

- Measurements and Reporting

MODULE 7

- Value Streams and Practices
- Value Streams and Processes
- Developing a VSM
- Designing a Workflow
- Addressing the 4 Dimensions
- Applying the Guiding Principles
- Ensuring and Utilizing Feedback

MODULE 8

- Exam Preparation Guidelines
- Class Closure