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COMPUTER LEARNING CENTRE

ITIL®
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ITIL®4 - Direct, Plan, Improve

Duration: 3 Days Course Code: ITIL4DPI

Overview:

This course provides IT leaders, practitioners and support staff with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. It provides practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility. The course is based on the ITIL®4 best practice service value system featured in the latest 2019 guidelines.
This course includes an exam

Target Audience:

Individuals continuing of their journey in service managementITSM managers and aspiring ITSM managersManagers of all levels involved in shaping direction and strategy or developing a continually improving team

Objectives:

- 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 governance, risk and compliance (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:

Candidate must hold the ITIL®4 foundation certificate

Testing and Certification

90 minutes, 40 multiple choice questions. Pass mark 28/40 – 70% The exam is included in the course fee.

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Follow-on-Courses:
- ITIL®4: Create, Deliver, Support
- ITIL®4: Drive Stakeholder Value
- ITIL®4: High Velocity IT

Content:

Understand the following key terms:

- Direction
- Planning
- Improvement
- Operating Model
- Methods
- Risks
- Scope of control

■ Understand the differences between the following key concepts:

- Vision and Mission

- Strategy, Tactics and Operations
- Governance, compliance and management
- Policies, Controls and Guidelines

■ Understand the concepts of Value, Outcomes, Costs ; Risks and their relationships to direction, planning ; improvement

■ Identify the scope of control and within this:

- Know how to cascade goals and requirements
- Know how to define effective policies, controls and guidelines
- Know how to place decision-making authority at the correct level

■ Know how to ensure that controls are sufficient, but not excessive

■ Know how to use the ITIL®4 continual improvement model to improve the service value system or any part of the SVS

■ Know how to identify assessment objectives, outputs, requirements and criteria

■ Know how to select an appropriate assessment method for a particular situation

■ Know how to define and prioritize desired outcomes of an improvement

■ Know how to build, justify and advocate for a business case

■ Know how to conduct:

- Improvement reviews
- Analysis of lessons learned

■ Know how to embed continual improvement at all levels of the SVS

■ Understand the nature, scope and potential benefits of organizational change management

■ Know how to use the key principles and methods of Communication ; OCM:

- Identify and manage different types of stakeholders

- Effectively communicate with and influence others.
- Establish effective feedback channels

■ Know how to establish effective interfaces across the value chain

■ Know how to define indicators and metrics to support objectives

■ Understand the differences between value streams and practices and how those differences impact direction, planning and improvement

■ Know how to select and use the appropriate methods and techniques to direct, plan and improve value streams and practices.

oAddressing the 4 dimensions

oApplying the guiding principles

oValue stream mapping

oOptimization of workflow

oElimination of waste

■ Ensuring ; utilizing feedback

Further Information:

For More information, or to book your course, please Email us on:

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