

## ITIL® 4 Strategist: Direct, Plan and Improve

- **Formato do curso:** Presencial e Live Training
- **Preço:** 1950€
- **Duração:** 24 horas

This ITIL 4 Specialist 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 guidelines. It is a universal module, that will be a key component of both ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams.

This course is also available in an E-learning format. For more information, select this link: [ITIL® 4 Strategist: Direct, Plan and Improve](#)

### About the exam

- The exam is closed book with forty (40) multiple-choice questions. The pass grade is 70% (28 out of 40 questions).
- The exam lasts 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.

### **The course includes a remote certification exam and a second exam opportunity!**

- If the result of the first exam is not successful, the trainee has a second opportunity for certification:
- Valid for trainees who do not pass the first exam, that is, it will not be valid for no-shows;
- It must be done within a maximum period of 6 months after the first exam;
- It will be done online, through Remote Proctoring, so the trainee can do it from home or from the office;
- The trainee receives directly in the email that he / she used to register his / her first exam, all information and instructions on how to book this second exam. This process will be the trainee's responsibility, with Rumos having no intervention in the process of scheduling the second exam;
- It is personal and non-transferable and associated individually with each trainee.

## Destinatários

- Individuals continuing of their journey in service management
  - ITSM managers and aspiring ITSM managers
  - Managers of all levels involved in shaping direction and strategy or developing a continually improving team
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## Pré-requisitos

- Candidate must hold the ITIL 4 foundation certificate
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## Objetivos

- provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.
  - covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage.
  - provides practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility.
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## Programa

- **Understand the Key Concepts of Direct, Plan & Improve**
  - 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
- **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**
  - 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
- **Understand the role of governance, risk and compliance (GRC) and know how to integrate the principles and methods into the service value system**
  - Understand the role of risk and risk management in DPI
  - Understand how governance impacts DPI
  - Know how to ensure that controls are sufficient, but not excessive
- **Understand and know how to use the key principles and methods of continual improvement for all types of improvements**
  - Know how to use the ITIL 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 and know how to use the key principles and methods of Communication and Organizational Change Management to direction, planning and improvement**
  - 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
- **Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement**
  - Know how to define indicators and metrics to support objectives
- **Understand and know how to direct, plan and improve value streams and practices**
  - 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.
    - Addressing the 4 dimensions
    - Applying the guiding principles
    - Value stream mapping
    - Optimization of workflow
    - Elimination of waste
  - Ensuring & utilizing feedback

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