

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

- **Formato do curso:** Presencial e Live Training
- **Localidade:** Lisboa
- **Data:** 07 Jun. 2021 a 09 Jun. 2021
- **Preço:** 2050€
- **Horário:** Laboral - das 09h00 às 18h00
- **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.**

### 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