



PEOPLECERT TRAINING

ITIL® 4 Strategist: Direct, Plan and Improve

Master ITIL 4 Strategist: Direct, Plan and Improve principles to guide IT direction and foster continuous service improvement.

DURATION

24 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The ITIL® 4 Strategist: Direct, Plan and Improve (DPI) course is an advanced certification designed for IT professionals seeking to master the strategic application of ITIL 4 principles to foster organizational agility and continuous improvement. This course delves into how to establish effective governance, planning, and improvement activities at all levels, from strategic direction to operational execution. Participants will learn to integrate various practices and principles to ensure a unified approach to service management, enabling their organizations to respond proactively to evolving business demands and technological landscapes. This certification is a pivotal step for those aiming to elevate their role in IT leadership and transformation.

This comprehensive program covers core ITIL 4 guiding principles, the four dimensions of service management, and key elements of the Service Value System, with a specific focus on the 'Direct, Plan and Improve' activities. You will explore practical techniques for developing strategic direction, effectively planning initiatives, and implementing a robust continual improvement model within your organization. The benefits extend to enhancing operational efficiency, optimizing value delivery through improved services, and fostering a culture of innovation. By mastering these competencies, you will be equipped to drive significant positive change, ensuring IT services are not only reliable but also strategically aligned with overarching business objectives and capable of evolving continuously.

Duration	24 hours
Level	Intermediate
Vendor	PeopleCert

PREREQUISITES

- None required

COURSE CURRICULUM

01 Module 1: Introduction to Direct, Plan and Improve

- Key concepts of Direct, Plan and Improve (DPI)
- The scope of DPI activities in the Service Value System
- Key principles and methods for effective direction, planning, and improvement
- Relationship of DPI to other ITIL 4 modules and the Service Value Chain

02 Module 2: Directing and Planning IT Services

- Understanding organizational governance, risk, and compliance in IT
- Methods for directing and controlling value streams and practices
- Strategic planning and portfolio management for IT services
- Building an organizational structure and culture conducive to improvement

03 Module 3: The ITIL Continual Improvement Model

- Applying the ITIL Continual Improvement Model (What is the vision?, Where are we now?, Where do we want to be?, How do we get there?, Take action, Did we get there?, How do we keep the momentum going?)
- Techniques for defining and prioritizing improvement opportunities
- Implementing improvements through projects and programs
- Measuring and reporting on improvement success

04 Module 4: Communication, Organizational Change Management and Measurement

- Effective communication strategies for driving change and improvement
- Principles and practices of Organizational Change Management (OCM)
- Designing robust measurement systems and reporting for improvement activities
- Tools and techniques for effective monitoring and evaluation of progress

05 Module 5: Value Streams and Service Relationships

- Understanding and optimizing value streams and processes
- Integrating DPI activities into end-to-end service value streams
- Managing supplier and partner relationships in improvement initiatives
- Applying DPI across the entire Service Value System for holistic improvement

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **IT Service Improvement Manager**
- > **IT Governance and Planning Lead**
- > **Digital Service Portfolio Manager**

FREQUENTLY ASKED QUESTIONS

Q: How does the ITIL® 4 Strategist: Direct, Plan and Improve certification empower me to drive tangible improvements within my organization's IT services?

This certification equips you with a systematic approach to identifying, planning, and executing improvement initiatives across your IT services. You'll learn to apply the ITIL Continual Improvement Model, optimize value streams, and effectively manage organizational change, leading to more efficient operations, enhanced service delivery, and better alignment with business objectives. It provides the framework and practical tools to move from theoretical knowledge to real-world impact.

Q: What specific ITIL certifications or prior experience are recommended before enrolling in the ITIL® 4 Strategist: Direct, Plan and Improve course?

To undertake the ITIL® 4 Strategist: Direct, Plan and Improve course and sit for the exam, you must hold the ITIL® 4 Foundation certification. While not strictly mandatory, prior experience in IT service management roles, especially those involving planning, governance, operational improvement, or strategic decision-making, will significantly enhance your learning experience and ability to apply the advanced concepts taught in this course.

Q: Beyond the core ITIL framework, what specific practical skills will I develop that are immediately applicable to my role as an IT leader or manager?

This course goes beyond theory, focusing on practical application. You will develop critical skills in defining and managing IT strategies, implementing effective governance structures, leading organizational change initiatives, designing robust measurement and reporting frameworks for service performance, and optimizing end-to-end value streams. These competencies are crucial for anyone looking to strategically direct, plan, and improve IT services, foster a culture of continuous learning, and drive digital transformation within their organization.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

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READY TO ENROL?

Take the next step in your technology career.

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