

ITIL® 4 Direct, Plan & Improve

Course Description:

ITIL 4 brings ITIL up to date in 2019 by revising many established ITSM practices and placing them in the wider context of customer experience, value streams and digital transformation, as well as embracing new ways of working, such as Lean, Agile and DevOps.

This course provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.

The course covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage. It will provide practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility.

Course and Learning Objectives:

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.

Following the completion of the course, participants will be able to understand and know:

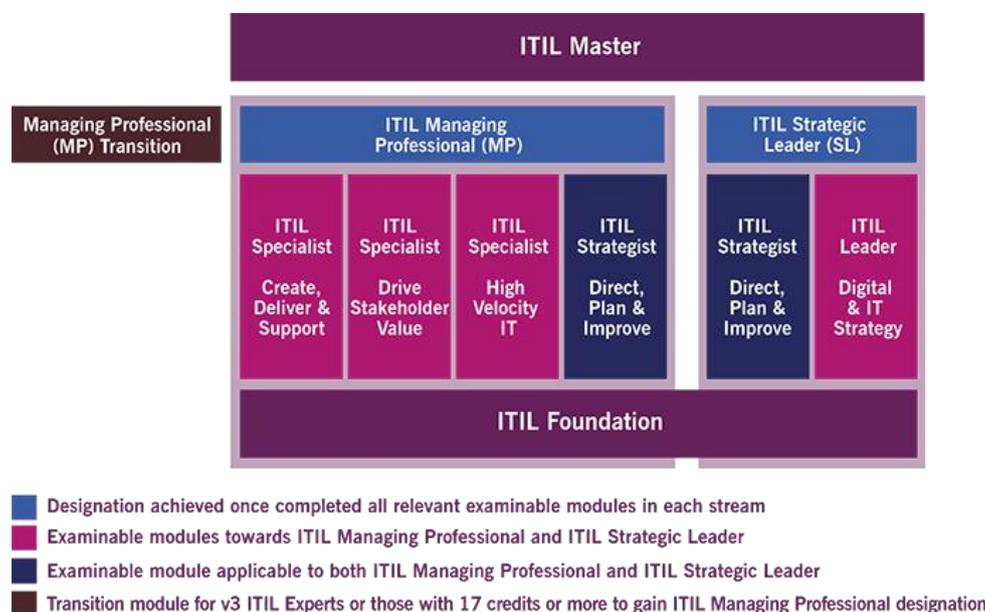
- the Key Concepts of Direct, Plan & Improve
- the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context
- the role of GRC and know how to integrate the principles and methods into the service value system
- how to use the key principles and methods of continual improvement for all types of improvements
- how to use the key principles and methods of Organizational Change Management to direction, planning and improvement
- how to use the key principles and methods of measurement and reporting in directing, planning and improvement
- how to direct, plan and improve value streams and practices.

Course Approach:

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 exam.

Certificate:

ITIL® 4 Direct, Plan & Improve



Course Student Material:

Participants will receive an ITIL® DPI classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Duration

3 days

Languages:

Cantonese

Prerequisites

For this course, you are required to have obtained your ITIL 4 Foundation certificate. You will need to provide us with a copy of this certificate upon registration in order to take this course.

Target Audience

This course is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.

About the Examination:

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