IT Service Management
ITIL® 4 Specialist – Direct, Plan and Improve (DPI)

IN 3 DAYS LEARN HOW TO DELIVER VALUE WITH ITIL® 4

The ITIL 4 Direct, Plan and Improve (DPI) qualification is intended to provide the candidate with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Furthermore, provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

The ITIL 4 DPI course and examination will help candidates to establish a learning and improving IT organization based on concepts described in the latest version of ITIL®, the most broadly adopted IT Service Management good practice in the world.

The ITIL 4 DPI qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional. It is also a pre-requisite for the designation of ITIL 4 Strategic Leader.

ITIL® VERSION

This course introduces the ITIL® 4 version and is based on the 20200330EN_ITIL4_MP_DPI_2019_CandidateSyll_v1.1.pdf

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In three days, participants will acquire the knowledge and skills required to:

- Understand how to direct, plan improve services, practices and IT management organizational capabilities;
- Know how relevant ITIL practices and key concepts supporting a continually improving service management ecosystem;
- Take the PeopleCert exam with confidence by applying their new-acquired knowledge;
- Put the ITIL® principles to practical use.

TARGET AUDIENCE

Personnel involved in delivering, managing and improving IT services. Participants should have a year of prior IT experience.

Maximum group size is 15 students.

COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by breakout room exercises and practices with exam like questions.

COURSE CONTENT

The following elements are covered:

- Key concepts of Direct, Plan and Improve;
- Direction-Planning-Improvements Operating model-Methods-Risks-Scope of control
- Vision and mission
- Strategy, Tactics and Operations
- Governance, compliance and management
- Policies, controls and guidelines
- Scope of what is to be directed and/or planned and know how to apply direction and planning in that context.
- Objectives and requirements
- Role of Governance, Risk and Compliance (GRC) and know how to integrate the principles and methods into the service value system.
- Key principles and methods of continual improvement for all types of improvements
- Continual Improvement model and SVS
- Effective assessments
- Prioritizing outcomes
- Successful business cases
- Principles and methods of communication and OCM
- Benefits of OCM
- Effective feedback channels
- Effective interfaces across the SVC
- Measuring and reporting in DPI
- Meaningful indicators and metrics
- Improving Value Streams and Practices
- 4 dimensions and guiding principles
- Value Stream Mapping and workflows
- Eliminating waste

STUDY DAYS

3 days of learning, including the final exam.

COURSE PLAN

Day 1:

- Review of ITIL4 Foundation principles;
- DPI and the SVC;

Day 2:

- Using OCM
- Indicators, metrics and measures

Day 3:

- Value Streams and Practices;
- Exam preparation;
- Exam (if applicable);
- Conclusion.

PREREQUISITE

ITIL®4 FOUNDATION CERTIFICATION

EXAM

The PeopleCert ITIL® 4 DPI exam is included.

The participant will **WRITE THE EXAM AT THE END OF THE COURSE OR** receive a voucher valid for 12 months to write their exam.

Format: 40 multiple- choice questions.

Duration: 90 minutes.

It is recommended to get the training from an accredited organization with an accredited training material.

Email: contact@qualiti7.com or www.qualiti7.com