ITIL® 4 Strategist: Direct, Plan and Improve

Course code: ITIL4DPI1T

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. It will cover both practical and strategic elements.Accredited ITIL® 4 Strategist: Direct, Plan and Improve training is provided by ict-123.com nebo Agilist s.r.o. accredited by PeopleCert Examination Institute.

Target group

- IT managers
- Process owners
- Members of DevOps teams
- Product owners

Take away

At the end of this training, you will have gained the knowledge and skills to:

- Understand the key concepts
- Identify the scope of control
- Understand the role of risk management
- Understand he role of the governance of I&T
- Use continual improvement model
- Build the business case
- Understand the nature, scope and potentials of organizational change management
- Define CSF's and KPI's
- Select the methods to improve the value stream

Training materials

Every course participant receives a manual in the English language, and other complementary materials. Training is delivered in Czech or English language.

Content of the course

- Recap of basic concepts
- Strategy and direction
- Assessment and planning
- Measurement and reporting
- Continual improvement
- Communication and organizational change management
- Developing an SVS
- Recap
- Certification exam

Certification Exam

- Prerequisites: The candidate must have passed the ITIL4 Foundation examination
- Closed-book format
- Computer-Based the last day of the training
- 40 multiple choice questions
- Passing score 70% (28 of 40)
- Duration 90 min (+25% for non-native speakers)
- Bloom's level 2 and 3

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