ITIL 4 Strategist DPI (Direct, Plan & Improve)

Topics:

- 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

- 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

- Know how to ensure that controls are sufficient, but not excessive

- 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 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

- Know how to define indicators and metrics to support objectives

- 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