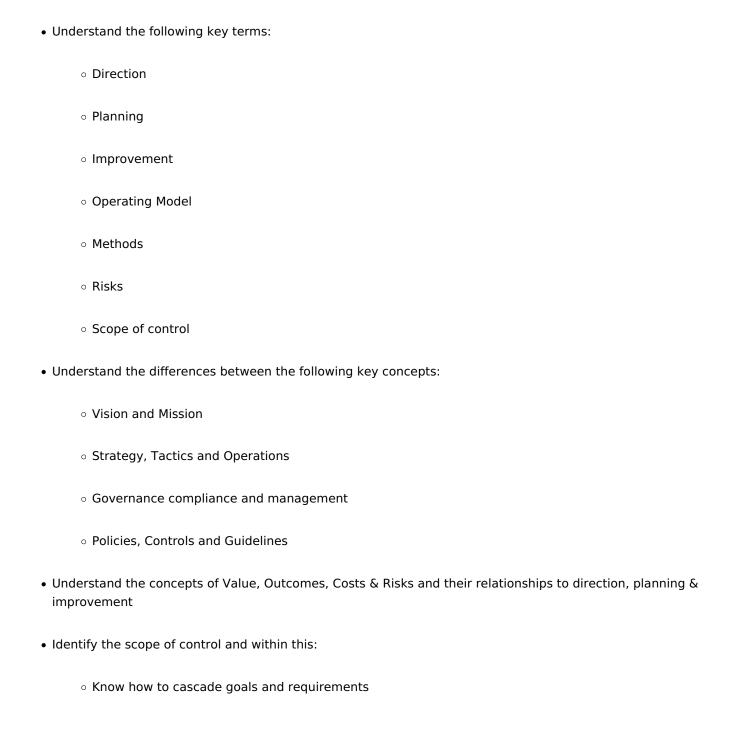


ITIL 4 Strategist DPI (Direct, Plan & Improve)

Topics:



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- o 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
 - o 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.

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- Applying the guiding principles
- Value stream mapping
- Optimization of workflow
- o Elimination of waste
- Ensuring & utilizing feedback

