The ITIL® Strategist: Direct, Plan, and Improve (DPI)

HDAA

ITIL®
ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF AXELOS

Enhance your IT Service Management Skills on selected ITIL practices.

This 3-day course provides IT practitioners with the practical skills necessary to create a 'learning and improving' IT organization with a strong and effective strategic direction.

The DPI course focuses on these key ITIL 4 practices:

- Continual improvement
- Measurement and reporting
- Portfolio management
- Organizational change management
- Risk management

Another major component of the course includes learning about the impact of Agile and Lean ways of working and how these methodologies can be leveraged to your organization's advantage. The course provides practical and strategic elements for planning and delivering continual improvements with necessary agility.

What You Will Learn

Understand the key concepts of Direct, Plan, and Improve

Understand the scope of what is to be directed/planned and how to use key principles and methods of planning:

- Learn how to cascade goals and requirements
- Learn how to define effective policies, controls, and guidelines
- Learn how to place decision-making authority at the correct level

Understand the role of governance, risk, and compliance (GRC) and how to integrate with the service value system (SVS)

Discover how to use the key principles and methods of continual improvement for all types of improvements:

- Learn how to use the ITIL continual improvement model to improve the service value system
- Learn how to identify assessment objectives, outputs requirements, and criteria as well as how to select an appropriate assessment for a particular situation
- Learn how to define and prioritize desired outcomes
- Learn how to build, justify, and sell a business case
- Learn how to conduct improvement reviews and how to embed continual improvement at all levels of the SVS

Discover how to use the key principles of organizational change management to:

- Identify and manage different stakeholder types
- Learn how to establish effective channels for feedback and communication
- Learn how to develop effective interfaces across the value chain

Understand how to use the key principles and methods of measurement and reporting in directing, planning, and improvement

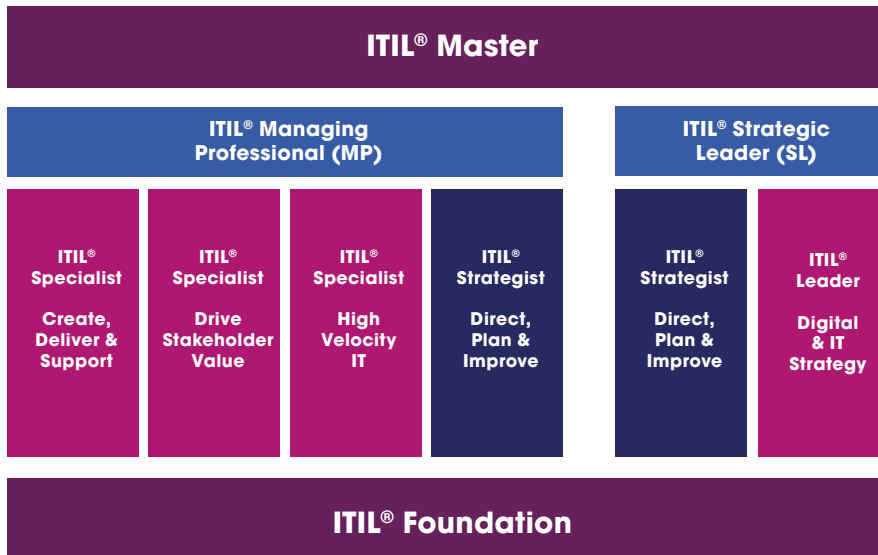**Learn how to direct, plan, and improve value streams and practices:**

- Understand the differences between value streams and practices while learning how to select and use the appropriate techniques to direct, plan, and improve them

Who Should Attend

This course is aimed at IT leaders and managers of all levels of the organization who are seeking to obtain the ITIL Managing Professional (MP) designation or the ITIL Strategic Leader (SL) designation, and/or who are involved in shaping IT direction and strategy.

ITIL 4 Qualification Scheme

The ITIL® Strategist: Direct, Plan, and Improve (DPI) course is "shared" course between two designation streams – the ITIL Managing Professional (MP) and the ITIL Strategic Leader (SL).

ITIL® Master					
ITIL® Managing Professional (MP)				**ITIL® Strategic Leader (SL)**	
ITIL® Specialist Create, Deliver & Support	ITIL® Specialist Drive Stakeholder Value	ITIL® Specialist High Velocity IT	ITIL® Strategist Direct, Plan & Improve	ITIL® Strategist Direct, Plan & Improve	ITIL® Leader Digital & IT Strategy
ITIL® Foundation					

Pre-requisites

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

Further Details

For all other information, such as course price, dates, times, certification, learning methods and how to register contact HDAA on

1300 130 447 or www.hdaa.com.au

About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.