COURSE OVERVIEW

Course Name:
ITIL4 Direct, Plan & Improve

COURSE DURATION: 3 Days

Gauteng:
3rd Floor 34 Whitely Road
Melrose Arch
Johannesburg
2196
Tel: 087 941 5764
sales@impactful.co.za

Gauteng:
192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
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2160
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Cape Town:
3rd Floor Thomas Pattullo Building
19 Jan Smuts St
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INTRODUCTION

The ITIL 4 Strategist: Direct, Plan and Improve module is for anyone who needs to align their team's objectives to the organizational strategy. It also provides guidance on embedding continual improvement into the organizational culture. Direct, Plan and Improve helps with planning work, improving products, and managing change.

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Intended Audience

The ITIL® 4 Strategist: Direct, Plan and Improve course is aimed professionals and leaders in the IT and business domains who wish to take first steps in service management or who are familiar with earlier versions of ITIL and/or other sources of industry best practice and wish to learn about ITIL 4.

This course and the related certification can be beneficial for the following roles:

- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Anyone working in a DevOps team

Prerequisites

Please note: an ITIL 4 Foundation certification is a pre-requisite for studying Direct, Plan and Improve.

Learning Objectives

The course will help you to:

- Understand the key concepts of Direct, Plan and Improve.
- Know the role and importance of governance, risk and compliance (GRC) in the service value system (SVS).
- Master the principles and procedures of continuous improvement for all types of improvement.
- Understand how to use key measurement and reporting principles and methods in the context of DPI.
- Know how to direct, plan and improve value flows and practices.
- To explain how organizations and people play an important role in the service value chain.
- Prepare for ITIL 4 Direct Plan and Improve certification.

Associated Exams and Certification

- 40 questions
- Multiple choice
- 28 out of 40 marks required to pass (70%)
- 90 minutes
- Closed book

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