

# ITIL® 4 Strategist: Direct, Plan & Improve (DPI)

Optimize workflows, Manage Organizational  
Change and Align Business & IT Strategies



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TRAINING ORGANISATION

by PeopleCert

## Course Description

The ITIL® 4 Strategist: Direct, Plan, and Improve (DPI) course provides individuals with the skills necessary to create a “learning and improving” IT organization, with a strong and effective strategic direction. With the help of ITIL® 4 concepts and terminology, exercises and examples included in the course, you will acquire relevant knowledge to pass the ITIL® Strategist: Direct, Plan, and Improve certification exam.

The ITIL® 4 Strategist: Direct, Plan, and Improve course is designed to provide practitioners with a strategic method for planning and delivering continual improvement with necessary agility. It is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements. Therefore, it is the universal module, that will be a key component of both ITIL® 4 Managing Professional and ITIL® 4 Strategic Leader streams..

## Audience

The ITIL® 4 Strategist: Direct, Plan and Improve course fundamentally targets the participants 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:

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

## Prerequisites

For taking the ITIL® 4 Strategist: Direct, Plan, and Improve (DPI) exam, a candidate must have passed the ITIL® 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.



## Learning Objectives

At the end of this course, participants will be able to:

- ✓ Understand the key concepts of direction, planning, improvement.
- ✓ Understand the scope of what is to be directed and/or planned and know how to use key principles and methods of direction and planning in that context.
- ✓ Understand the role of GRC and know how to integrate the principles and methods into the service value system.
- ✓ Understand and know how to use the key principles and methods of continual improvement for all types of improvements.
- ✓ Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction, planning and improvement.
- ✓ Understand and know how to use the key principles and methods of measurement and reporting in direction, planning, and improvement.
- ✓ Understand and know how to direct, plan, and improve value streams and practices.

## Course Outlines

Module 0: Course Introduction

Module 1: ITIL 4 Foundation Overview

Module 2: Core Concepts of DPI

Module 3: Strategy & Direction

Module 4: Assessment & Planning

Module 5: Measurement & Reporting

Module 6: Measurement and Continual Improvement through Dimensions and SVS

Module 7: Communication and Organizational Change Management



## Module 8: Value streams and processes

### About the Examination

|                |   |
|----------------|---|
| Delivery       | Computer-Based (Online)   |
| Format         | Closed book   |
| Proctoring     | Online  |
| Duration       | 90 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time) |
| # of questions | 40, simple multiple choice (1 mark per question)  |
| Pass Grade     | 65%   |

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