



# ITIL 4 Strategist Direct, Plan and Improve

Training Course

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Certification provided by

**PeopleCert**  
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# Why Bakkah?

**Bakkah** is a leading company that owns two subsidiaries: **Consulting Company and Learning Company**. With a team of highly experienced and certified professionals, we will help you capitalize on opportunities driven by proven business practices.

We help you obtain professional certificates that will take your career to the next level. Our Learning products focus on building and boosting capabilities by offering the best and latest internationally accredited training courses in various fields, including: Project Management, Human Resource, Business Analysis, Information Technology, Quality Management, Supply Chain Management and Logistics.

We are keen to use and keep up with the latest global learning methods and processes. Since our training courses are flexible and aligned with the global changes, this will ensure an ongoing learning process and build high-quality capabilities.

## Bakkah in Numbers





## Course Objective

The ITIL 4 Direct, Plan and Improve (DPI) qualification is intended to provide the candidate with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Furthermore, provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.







### ITIL4 CDS will help you to:

The module covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage. It will provide practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility.



## Course Methodology





### Online Training

-  5 Days – Online Training
-  Exam Simulation
-  Practice Test
-  Group Activity (Break-out Session) after each lesson
-  Access to additional References – Glossary/ Recommended Reading/ Syllabus
-  Material language will be in English





## Targeted Audience

-  Managers of all levels involved in shaping direction and strategy or developing a continually improving team.
-  IT and digital managers of all levels involved in shaping direction and strategy or developing a continually improving team or service.
-  For those planning work, improving products, or managing organizational change.
-  IT professionals interfacing with governance, risk and compliance.



## Course Outline



### ITIL 4 Foundation Recap

- Main Components of ITIL V4 Foundation
- The Guiding principles
- The ITIL management practices
- SVS - The Service Value Chain
- Governance in the SVS
- Continual improvement and it's Model



### Introduction - Direct, Plan & Improve

- Direction
- Planning
- Improvement
- Measurement and Reporting
- Direction, planning, and improvement of the ITIL SVS
- Achieving value in ITIL 4



### Strategy and direction

- Strategy Management and Alignment
- Scope of control
- Governance structures - Decision-making and Roles
- Risk management in direct, plan, and improve
- Decision-making practice in Portfolio management
- Building, communicating, and advocating for a business case
- Direction via governance, risk, and compliance
- Effective controls and Guidelines
- Defining and ensuring compliance



### Assessment and planning

- Basics of assessment and Planning
- Effective assessment
- Basics of and Planning
- Value stream mapping - Introduction and Developing
- Lean and Waste
- Typical mistakes in value stream mapping



## Measurement and reporting

- Basics of measurement and reporting
- Key concepts of measurement and reporting
- Four key reasons to measure
- Types of measurements
- Planning and evaluation model
- Balanced scorecard
- Success factors and KPIs
- Measurement and the four dimensions
- Measurement of products and services



## Continual improvement

- Creating a continual improvement culture
- Continual improvement in organizations
- Continual improvement model
- Visions and Assessment for improvements
- «Measurement and reporting in continual improvement»



## Communication and organizational change management

- Basics of measurement and reporting
- Key concepts of measurement and reporting
- Four key reasons to measure
- Types of measurements
- Planning and evaluation model
- Balanced scorecard
- Success factors and KPIs
- Measurement and the four dimensions
- Measurement of products and services



## Developing a service value system

- Adopting the guiding principles
- Centre of excellence for service management
- The four dimensions of service management in the SVS
- Roles and jobs in SVS
- Partners and suppliers in the SVS
- Value streams and processes in the SVS
- Theory of constraints
- Kanban technique for managing work
- Information and technology in the SVS



## Bringing it together

- Modern Leadership - Servant leadership
- «Using the guiding principles for direction, planning, and improvement»



## Conclusion

- Conclusion
- End note: The ITIL story



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