COURSE OVERVIEW

Course Name:
(MC-DPIE) ITIL4 Direct, Plan & Improve

COURSE DURATION: 3 Days

Gauteng:
3rd Floor, 34 Whitely Road
Melrose Arch
Johannesburg
2196

Gauteng:
192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town:
3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

Durban:
9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

087 941 5764
sales@impactful.co.za
impactful.co.za

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.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
  - Johannesburg, Durban, Cape Town
- Virtual instructor-led training
- Nationally: on-site at the client

IMPACTFUL
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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.

COURSE OBJECTIVES

- 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