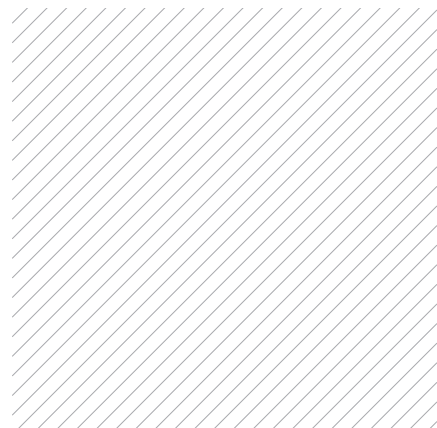




# ITIL® 4 Strategist DPI Direct, Plan and Improve

## Training Course

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## › Why Bakkah?

Bakkah Learning is a leading company in the training field, with a team of carefully acquired experts in different spectrums of business to support learners in their journey to achieve professionalism and better opportunities in life.



### CONTENT

- Designed by Experts
- Aligned with today's business world topics



### PARTNERSHIPS

- Exclusive Partnerships with International Accreditation Bodies, Axelos.



### 24/7 TECHNICAL SUPPORT

- Ready to answer your inquiries and handle your requests.



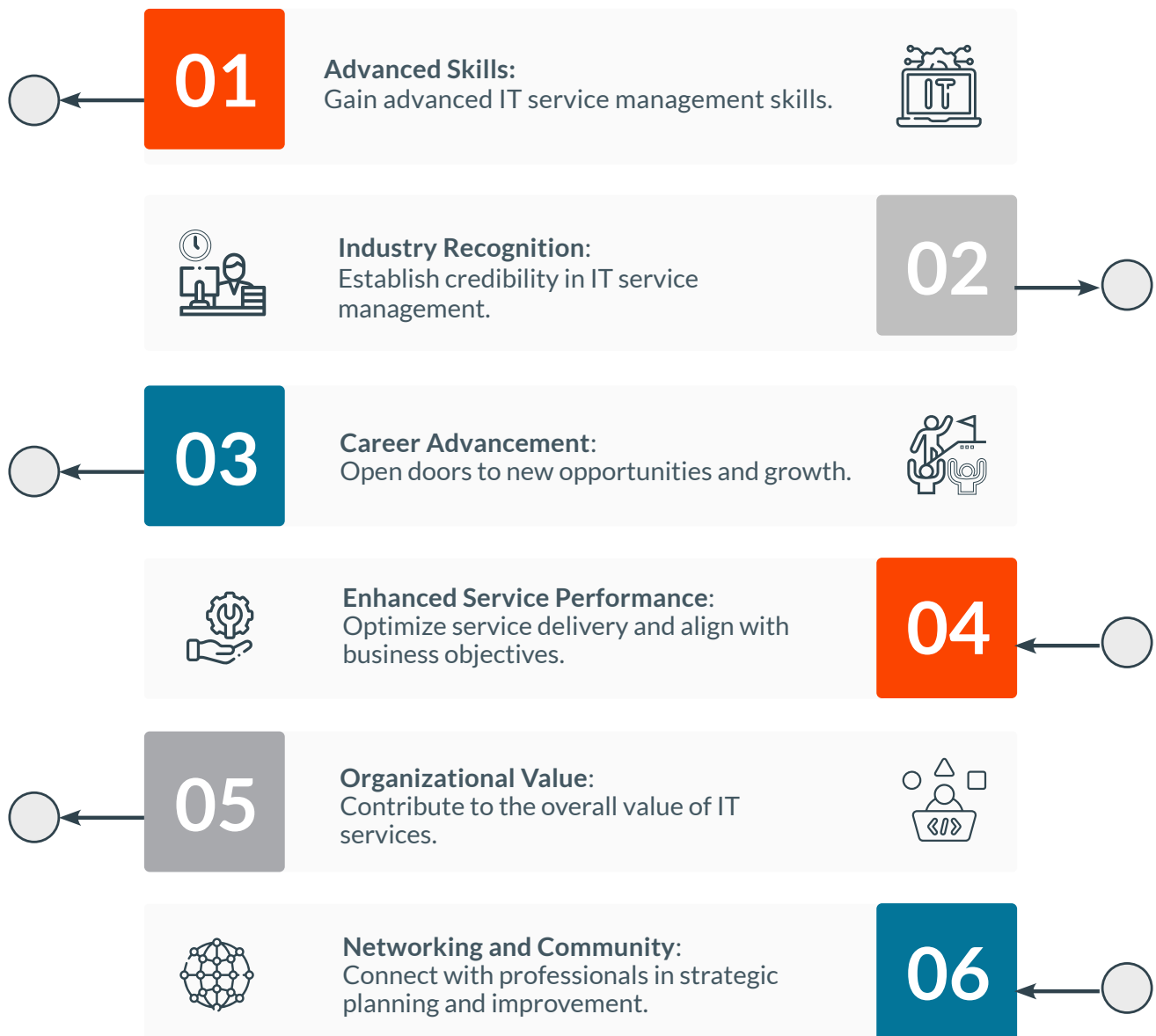
### FLEXIBLE DELIVERY METHODS

- Live Online

# About the Course

- The ITIL® 4 Strategist DPI: Direct, Plan and Improve course, accredited by Axelos, equips professionals with the knowledge and skills to align IT services with business goals, drive strategic initiatives, and implement continual improvement practices. Participants gain expertise in governance, risk management, measurement, and service improvement. This globally recognized course ensures professionals have the necessary credentials in IT service management.

## » Why Earn this Badge?





07

**Staying Current with ITIL® 4:**  
Keep up-to-date with the latest ITIL® 4 practices.



## Who Needs this Course?

01 IT Managers and Leaders

02 IT Service Managers

03 IT Consultants

04 Business Analysts

05 IT Project Managers

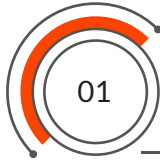
06 IT Professionals



# Course Objectives:

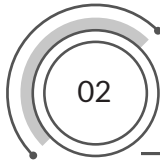


By the end of this course, you'll able to:



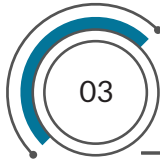
01

Drive strategic initiatives and align IT services with business goals.



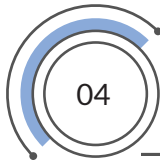
02

Establish effective governance frameworks and risk management practices.



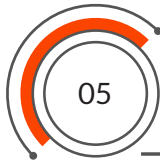
03

Implement continual service improvement and measure performance.



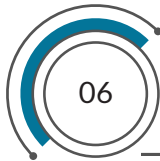
04

Foster a culture of innovation and drive organizational change.



05

Enhance your problem-solving and decision-making skills.



06

Contribute to the overall success of your organization through strategic planning and improvement efforts.

# Course Outlines

## 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

# Course Outlines

## 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

# Course Outlines

## Communication and organizational change management

- ✔ Effective communication
- ✔ Communication principles
- ✔ Communication is key for direct, plan, and improve
- ✔ Communication methods and media
- ✔ Identifying and communicating with stakeholders
- ✔ Basics of Organizational change management
- ✔ OCM - direction, planning and improvement
- ✔ OCM - throughout the service value chain
- Resistance to change

## 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”



# Course Outlines

**Conclusion**

- ✓ Conclusion
- ✓ End note: The ITIL story





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