

ITILR 4 Strategist: Direct Plan and Improve Course

Overview

ITIL® 4 Foundation Certificate: You should have successfully completed the ITIL 4 Foundation examination and possess a good understanding of the ITIL framework.

Basic understanding of IT service management (ITSM): Familiarity with core concepts of ITSM and how services are delivered within an IT organization.

Experience in IT service delivery: Although not mandatory, having practical experience in delivering IT services will help you relate the concepts to real-world scenarios.

Willingness to learn and adapt: A proactive attitude towards learning and the ability to adapt to new processes and methodologies.

Effective communication skills: As the course covers topics related to team culture and positive communication, it's beneficial to have basic interpersonal and communication skills

Objectives

IT practitioners focused on service management and improvement.

- IT Service Managers
- IT Directors
- IT Consultants
- IT Audit Managers
- IT Project Managers
- Operations Managers
- Quality Analysts
- Process Owners
- Service Desk Managers
- DevOps Team Members
- IT Architects
- Software Developers
- IT Support Staff
- Data Analysts
- Business Managers responsible for IT services
- Professionals aiming to learn about advanced ITIL practices
- Individuals seeking ITIL Managing Professional (MP) status
- Anyone involved in the design, delivery, and support of IT-enabled services

Training Content

Module 1: CORE CONCEPTS OF DPI

- Basics of Direction
- Basics of Planning
- Basics of Improvement
- Other Core Elements

Module 2: DPI THROUGH SERVICE VALUE SYSTEM AND GUIDING PRINIPLES

- DPI of the SVS
- DPI of Guiding Principles
- Applying Guiding Principles to a New Service Organization

Module 3: ROLE OF DIRECTION IN STRATEGY MANAGEMENT

- Introducing Strategy Management
- Developing Effective Strategies
- Planning Strategy and Direction for a Service Organization

Module 4: IMPLEMENTATION OF STRATEGIES

- Managing Risks in DPI
- Making Decisions through Portfolio Management
- Developing a Business Case
- Defining Governance Structure and Managing Risks
- Directing via Governance, Risk, and Compliance (GRC)

Module 5: INTRODUCTION TO ASSESSMENT AND PLANNING

- Core Concepts of Assessment
- Conducting Effective Assessments
- Core Concepts of Planning

Module 6: ASSESSMENT AND PLANNING THROUGH VSM

- Introducing VSM
- Developing Value Stream Maps
- Knowing More About VSM
- Developing Value Stream Maps

Module 7: MEASUREMENT, REPORTING, AND CONTINUAL IMPROVEMENT

- Measurement and Reporting
- Alignment of Measurements and Metrics
- Success Factors and Key Performance Indicators
- Continual Improvement

Module 8: MEASUREMENTS AND CONTINUAL IMPROVEMENT THROUGH DIMENSIONS AND SVS

- Measurements For The Four Dimensions

MODULE 9: OCM PRINCIPLES AND METHODS

- Basics of OCM
- Ocm throughout Dpi and Service Value Chain
- Resistance and Reinforcement

Module 10: COMMUNICATION PRINCIPLES AND METHODS

- Basics of Effective Communication
- Communication With Stakeholders
- Understanding the Importance of Communication

MODULE 11: SVS DEVELOPMENT USING FOUR DIMENSIONS

- Organizations and People in The SVS
- Partners and Suppliers in The SVS
- Value Streams and Processes in The SVS
- Information and Technology in The SVS
- Developing an SVS Using the Four Dimensions