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Learning Style: Virtual Classroom

Provider: ITIL®

Difficulty: Beginner

Course Duration: 3 Days

ITIL Strategist: Direct, Plan, and Improve

"If you enroll in this course without the Master Subscription plan, you receive a Free Official Exam Voucher for ITIL Strategist: Direct, Plan, and Improve Exam"

About This Course:

This three-day hands-on program leads to a ITIL Strategist Certificate in ITIL Direct, Plan, and Improve. This program is for IT professionals establishing oversight and control of an ITSM program who require effective skills in governance modeling and alignment, risk management, and oversight over the creation and execution of effective value streams to produce desired customer outcomes.

Course Objectives:

- Align
 - Vision and Mission
 - Strategy Tactics, and Operations

- Governance and Compliance
- Policies, Controls, and Guidelines
- Establish a Goals and Requirements Cascade
- Understand the role of GRC in the Service Value System
- Use the key principles and methods to drive improvements
- Learn and use the key principles of Communication and Organizational Change Management
- Define metrics and reporting to support organizational objectives
- Learn critical techniques to manage and improve value streams and practices

Audience:

All IT staff and Management responsible for the governance of IT, definition of strategies, governance controls, policies, and compliance requirements would benefit from this course

- Senior IT Mgmt (CIO/CTO, IT Director, VP IT)
- Senior Program Management and PMO Leadership
- Portfolio Management
- IT Financial Management
- Enterprise Analysts
- Risk Managers
- Improvement Managers

Prerequisites:

All students need to have completed and passed the ITIL 4 Foundation examination prior to attending this course.

Course Outline:

1. Direct, Plan, and Improve Key Concepts
2. Aligning
 1. Vision and Mission
 2. Strategy, Tactics, and Operations
 3. Governance, Compliance, and Management
 4. Policies, Controls, and Guidelines
3. Understanding Value, Outcomes, Costs and Risk
4. Scoping the Work
 1. Cascading Goals and Requirements
 2. Defining Policies, Controls, and Guidelines
 3. Delegation
5. Managing Risk, Governance, and Controls
6. Continual Improvement Principles and Methods
 1. Using the Continual Improvement Model
 2. Performing Assessments
 3. Choosing Methods

4. Defining and Prioritizing Outcomes
 5. Developing Business Cases
 6. Improvement Reviews and Lessons Learned
 7. Building a Continual Improvement practice
1. Communications and Organizational Change Management (OCM)
 1. Scope and benefits of OCM
 2. Stakeholder Identification and Management
 3. Communications and Influence
 4. Building Feedback Mechanisms
 5. Alignment and Interfaces
 2. Measurement and Reporting - Defining Indicators and Metrics
 3. Directing, Planning, and Improving Value Streams and Practices
 1. Value Streams vs Practices
 2. Using the 4 Dimensions
 3. Using the ITIL Guiding Principles
 4. Conducting Value Stream Mapping
 5. Optimizing Workflows
 6. Elimination of Waste
 7. Using feedback to drive iterative improvement