

# ITIL<sup>®</sup> 4 STRATEGIES

DIRECT PLAN AND IMPROVE CERTIFICATION

## Course Agenda



## Course Outline

### Program Overview

This comprehensive ITIL 4 Strategist - Direct, Plan and Improve Certification Training program by Sprintzeal is designed to equip professionals with the skills needed to drive organizational excellence through effective IT service management. The course focuses on strategic planning, directing, and continuous improvement in alignment with ITIL 4 principles.

### Program Overview

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### Federal Budget Overview

- IT Managers and Directors
- Service Owners and Process Managers
- IT Practitioners and Professionals
- Business Managers
- Continual Improvement Managers
- Risk and Compliance Managers
- Service Providers and Suppliers
- Individuals aspiring for ITIL 4 Strategist - DPI certification

## Key Learning Outcomes

- Strategic direction and planning in IT service management
- Governance and risk management strategies
- Measurement and reporting for performance improvement
- Organizational change management
- Policy and strategy development
- Service culture and organizational resilience
- Decision-making and continual improvement practices
- Effective communication and collaboration within the organization

## Skills You Will Acquire

- Strategic planning and execution
- Risk management and compliance
- Performance measurement and reporting
- Change management and organizational culture
- Policy and strategy development
- Decision-making and continual improvement
- Effective communication and collaboration
- Stakeholder engagement and relationship management

## Federal Budget Overview

- Budget Concepts and Terms
- How Do Agencies Get Their Funds?
- Budget Authority vs. Outlays
- Key Players in the Federal Budget Process

# ITIL 4 Strategist - Direct, Plan and Improve Course Curriculum

## Module 01- Course Introduction

- Lesson 1.01 - Lesson 1.01 ITIL 4 Strategist Direct Plan and Improve

## Module 02 - Key Concepts of DPI

- lesson 2.01 - Key Concepts of Direct, Plan, and Improve (DPI)
- lesson 2.02 - Direction
- lesson 2.03 - Policies and Guidelines
- lesson 2.04 - Risks and Controls
- lesson 2.05 - Planning
- lesson 2.06 - Improvement
- lesson 2.07 - Governance, Compliance, and Management
- lesson 2.08 - Applying the Guiding Principles
- lesson 2.09 - Operational Model
- lesson 2.10 - Value, Outcomes, Costs, and Risks
- lesson 2.11 - Key Takeaways

## Module 03 - Key Principles and Methods of Direction and Planning

- Lesson 3.01 - Key Principles and Methods of Direction and Planning
- Lesson 1.01 - Lesson 1.01 ITIL 4 Strategist Direct Plan and Improve
- Lesson 3.02 - Strategy and Cascading Goals and Requirements
- Lesson 3.03 - Define Effective Policies, Controls, and Guidelines
- Lesson 3.04 - Effective Controls
- Lesson 3.05 - Effective Guidelines
- Lesson 3.06 - Decision Making at the Right Level
- Lesson 3.07 - Key Takeaways

## Module 04 - Governance, Risk, and Compliance

- Lesson 4.01 - Governance, Risk, and Compliance
- Lesson 4.02 - Structures and Methods for Decision Making
- Lesson 4.03 - Governance of Service Provider
- Lesson 4.04 - Role of Risk Management
- Lesson 4.05 - Key Takeaways
- Lesson 4.01 - Governance, Risk, and Compliance
- Lesson 4.02 - Structures and Methods for Decision Making
- Lesson 4.03 - Governance of Service Provider
- Lesson 4.04 - Role of Risk Management
- Lesson 4.05 - Key Takeaways

## Module 05 - Continual Improvement

- Lesson 5.01 - Continual Improvement
- Lesson 5.02 - Continual Improvement Culture
- Lesson 5.03 - Continual Improvement in Organization
- Lesson 5.04 - The Continual Improvement Model
- Lesson 5.05 - Step One: What Is the Vision?
- Lesson 5.06 - Step Two: Where Are We Now?
- Lesson 5.07 - Step Three: Where Do We Want to Be?
- Lesson 5.08 - Step Four: How Do We Get There?
- Lesson 5.09 - Creating an Action Plan
- Lesson 5.10 - Step Five: Take Action?
- Lesson 5.11 - Step Six: Did We Get There?
- Lesson 5.12 - Step Seven: How Do We Keep the Momentum Going?
- Lesson 5.13 - Measurement and Reporting in Continual Improvement
- Lesson 5.14 - Assessments
- Lesson 5.15 - Gap Analysis
- Lesson 5.16 - SWOT Analysis

- Lesson 5.17 - Change Readiness Analysis
- Lesson 5.18 - Customer or User Satisfaction Analysis
- Lesson 5.19 - SLA Achievement Analysis
- Lesson 5.20 - Benchmarking
- Lesson 5.21 - Maturity Assessment
- Lesson 5.22 - Business Case
- Lesson 5.23 - Building a Business Case
- Lesson 5.24 - Communicating and Advocating for a Business Case
- Lesson 5.25 - Key Takeaways

## Module 06 - Communication and Organizational Change Management

- Lesson 6.01 - Communication and Organizational Change Management
- Lesson 6.02 - Communications Principles
- Lesson 6.03 - Communication Is a Two-Way Process
- Lesson 6.04 - We Communicate All the Time
- Lesson 6.05 - Timing and Frequency Matter
- Lesson 6.06 - No Single Method of Communication Works for Everyone
- Lesson 6.07 - The Message Is in the Medium
- Lesson 6.08 - Communication Methods and Media
- Lesson 6.09 - Examples of Communication Methods
- Lesson 6.10 - Defining and Establishing Feedback Channels
- Lesson 6.11 - Identifying and Communicating with Stakeholders
- Lesson 6.12 - Stakeholder Mapping
- Lesson 6.13 - Understanding Stakeholders
- Lesson 6.14 - Basics of Organizational Change Management (OCM)
- Lesson 6.15 - Essentials for Successful Improvement
- Lesson 6.16 - OCM Throughout Direction, Planning, and Improvement
- Lesson 6.17 - Establishing Effective Interfaces across the Value Chain
- Lesson 6.18 - Key Takeaways

## Module 07 - Measurement and Reporting

- Lesson 7.01 - Measurement and Reporting
- Lesson 7.02 - Basics of Measurement and Reporting
- Lesson 7.03 - Key Concepts of Measurement and Reporting
- Lesson 7.04 - Defining and Using Measurement and Reporting
- Lesson 7.05 - Reasons for Measuring
- Lesson 7.06 - Types of Measurement
- Lesson 7.07 - Relationship between Measurement and Behavior
- Lesson 7.08 - Measurement Cascades and Hierarchies
- Lesson 7.09 - Balanced Scorecard
- Lesson 7.10 - Success Factors and KPIs
- Lesson 7.11 - Key Takeaways

## Module 08 - Value Streams and Practices

- Lesson 8.01 - Value Streams and Practices
- Lesson 8.02 - Value Stream Mapping
- Lesson 8.03 - Developing a Value Stream Map
- Lesson 8.04 - Types of Waste
- Lesson 8.05 - Increasing the Detail in Value Stream Maps
- Lesson 8.06 - Measurement and the Four Dimensions
- Lesson 8.07 - Measurement of Partners and Suppliers
- Lesson 8.08 - Measurement of Value Stream and Processes
- Lesson 8.09 - Process Metrics
- Lesson 8.10 - Value Stream and Processes in the SVS
- Lesson 8.11 - Relationship between Value Streams and Practices
- Lesson 8.12 - Relationship between Value Streams and Processes
- Lesson 8.13 - Designing a Workflow
- Lesson 8.14 - Workflow Metrics
- Lesson 8.15 - Key Takeaways

## Program About Sprintzeal's ITIL 4 Strategist

### Direct, Plan and Improve Certification Training Program Overview

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