

SZKOLENIE ŚREDNIO ZAAWANSOWANE

ITIL® 4 Strategist: Direct, Plan and Improve (DPI) with exam

HU0C5S

Czas trwania: 3 dni (24h)

The adoption of ITIL as the world's most widely used guidance for IT and service management continues with ITIL 4. ITIL 4 ensures continuity with existing ways of working (where service management is already successful) by integrating modern and emerging practices with established and proven know-how. ITIL 4 also provides guidance on new methods to help individuals and organizations see their benefits and use them with confidence, focus, and minimal disruption. ITIL 4's holistic approach raises the profile of service management in organizations and industries, setting it within a strategic context. Its focus is on end-to-end product and service management, from demand to value. ITIL 4 Direct, Plan and Improve (DPI) is an essential source of reference in aligning product and service management with modern business requirements—driving transformation and creating a continual improvement culture. The DPI course discusses concepts, principles, methods, and techniques that are leveraged to give direction, engage in planning, and participate in improvement activities. Not least of all, it enables participants and their organizations to adopt a service management approach and demonstrate a service mindset. ITIL 4 Direct, Plan and Improve identifies and focuses on the core competencies that leaders and operational employees should cultivate and apply throughout their service management careers. Participants receive a supply of ideas and methods that will make them better leaders and individual contributors, and that will help them continue to improve.

Cele szkolenia

- ITIL 4 Direct, Plan and Improve helps align product and service management with modern business requirements; drive successful organizational transformation; and embed continual improvement into an organization's behavior at every level
- It is one of four ITIL 4 publications that build on the concepts introduced in ITIL Foundation. Each of these publications focuses on a different aspect of service management
- The DPI course prepares candidates for the PeopleCert ITIL 4 Strategist Direct, Plan and Improve formal examination
- The official DPI course syllabus outlines the following categories
- Understand the key concepts of direct, plan and improve
- Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context
- Understand the role of GRC (governance, risk and compliance) and know how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of continual improvement for all types of improvements
- Understand and know how to use the key principles and methods of communication and organizational change management for direction, planning and improvement
- Understand and know how to use the key principles and methods of measurement and reporting in direction, planning and improvement
- Understand and know how to direct, plan and improve value streams and practices

Zalety

- IDC MarketScape leader 7 years running for IT education and training
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services



- Key partnerships with industry leaders OpenStack®, VMware®, Linux®, Microsoft®, ITIL, PMI, CSA, and SUSE
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits
- The "ITIL® 4 Strategist: Direct, Plan and Improve (DPI) with exam" course is offered by HPE Poland ATO/AEO of AXELOS Limited. "ITIL® 4 Strategist: Direct, Plan and Improve (DPI) with exam" is a registered trade mark of AXELOS Limited. All rights reserved

Dla kogo?

- Senior IT leaders and executives
- Managers, supervisory staff and team leaders
- IT professionals who require a deeper understanding of ITIL 4 publications, and how ITIL 4 concepts and activities can be implemented to enhance the quality of IT service management within an organization
- IT professionals working in roles associated with a service-based business model
- IT architects, IT planners, IT consultants, IT audit managers, IT security managers, IT developers and operational support staff
- Service management professionals and ITSM trainers interested in achieving the Managing Professional designation in the new ITIL 4 framework

Wymagania

- Candidates must currently hold the ITIL 4 Foundation certificate before registering for this course.

Program

1. Module 0: Course Overview
2. Module 1: Introduction to DPI
3. Module 2: Strategy and Direction
4. Module 3: Assessment and Planning
5. Module 4: Measurement and Reporting
6. Module 5: Continual Improvement
7. Module 6: Communication and Organizational Change Management
8. Module 7: Developing a Service Value System
9. Module 8: Bringing it Together
10. Exam Preparation

