BOOST
THE LEADING TRAINING PROVIDER

Information Technology

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

Course Introduction

ITIL® 4 Strategist:

The ITIL 4 Strategist: Direct, Plan and Improve module is for anyone who needs to align their team's objectives to the organizational strategy. It also provides guidance on embedding continual improvement into the organizational culture. Direct, Plan and Improve helps with planning work, improving products, and managing change.

The ITIL 4 Direct, Plan and Improve (DPI) qualification is intended to provide the candidate with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Furthermore, provide practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

The ITIL 4 Direct, Plan and Improve examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Direct, Plan and Improve publication to establish a learning and improving IT organization.

The ITIL 4 Direct, Plan and Improve qualification is one of the prerequisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful IT-enabled services, teams and workflows. It is also a pre-requisite for the designation of ITIL 4 Strategic Leader, which assesses the candidate's ability to build and implement an effective IT and digital strategy that can tackle digital disruption and drive success.

Target Audience

- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers

- Service Providers
- System Integrators
- Anyone working in a DevOps team

Learning Objectives

- Understand the key concepts of Direct, Plan & 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 Governance, Risk and Compliance (GRC) 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 to 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

Course Outline

- **Day 01**

  Module 1: Course Introduction

  Module 1: Core Concepts of Direct, Plan & Improve (DPI)

  - Fundamentals of Direction, Planning, and Improvement
  - Understanding the Operating Model
  - Key Methods and Approaches
  - Managing Risks Effectively
  - Defining Scope of Control

- **Day 02**

  Module 2: Key Distinctions in Strategy and Governance

  - ◦ Differentiating Vision and Mission
  - ◦ Strategy vs. Tactics vs. Operations
  - ◦ The Roles of Governance, Compliance, and Management
  - ◦ Establishing Policies, Controls, and Guidelines

  Module 3: Scope and Application of Direction and Planning

  - ◦ Aligning Goals and Requirements Across Levels
  - ◦ Designing Effective Policies, Controls, and Guidelines
  - ◦ Delegating Decision-Making to the Right Levels
- **Day 03**

  Module 4: Governance, Risk, and Compliance (GRC) in Service Management

  - ◦ Risk Identification and Management within DPI
  - ◦ Governance and Its Influence on DPI Processes
  - ◦ Balancing Control Measures for Efficiency

  Module 5: Continual Improvement Strategies and Techniques

  - ◦ Leveraging the ITIL Continual Improvement Model
  - ◦ Defining Assessment Goals, Outputs, and Criteria
  - ◦ Choosing the Right Assessment Methodologies
  - ◦ Setting Priorities for Improvement Initiatives
  - ◦ Building and Presenting a Business Case
  - ◦ Conducting Reviews and Capturing Lessons Learned
  - ◦ Embedding a Culture of Continuous Improvement
- **Day 04**

  Module 6: Communication and Organizational Change in DPI

  - ◦ Understanding the Impact and Benefits of Change Management
  - ◦ Identifying and Engaging Key Stakeholders
  - ◦ Effective Communication and Influence Strategies
  - ◦ Establishing Feedback Loops for Continuous Improvement
  - ◦ Strengthening Communication Across the Value Chain
- **Day 05**

Module 7: Performance Measurement and Reporting in DPI

- ◦ Defining Key Metrics and Performance Indicators
- ◦ Understanding the Role of Value Streams and Practices
- ◦ Selecting Appropriate Improvement Techniques
- ◦ Applying Value Stream Mapping for Optimization
- ◦ Integrating the Four Dimensions of Service Management

Conclusion and Review

- ◦ Final Q&A Session
- ◦ Recap of Key Concepts and Techniques

Preparation for Certification

- ◦ Study Tips and Resources for ITIL® 4 DPI Certification

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 18, 2025	May 22, 2025	5 days	4250.00 $	KSA - Riyadh
Sept. 29, 2025	Oct. 3, 2025	5 days	4250.00 $	UAE - Abu Dhabi
Nov. 24, 2025	Nov. 28, 2025	5 days	4950.00 $	Austria - Vienna